



# MAYOR AND COUNCIL AGENDA

NO. 15

DEPT.: Public Works / Administration  
STAFF CONTACT: Eugene H. Cranor

DATE: February 7, 2005

## SUBJECT:

Briefing by the consultant, R. W. Beck, to the Mayor and Council on Phase II of the Solid Waste System Evaluation, including analysis of an additional scenario, the results of the sampling customer survey, and information and evaluation of a volume-based pricing system.

## RECOMMENDATION:

Direct staff to proceed and develop an implementation plan to present to the Mayor and Council for approval. The implementation plan will include costs, a time plan, and the estimated impact on the FY 2006 budget.

**IMPACT:** ☐ Environmental ☒ Fiscal ☒ Neighborhood ☐ Other:

**Fiscal Impact:** ☐ Within budget ☐ Over budget:

**Fund:** ☐ General ☐ Capital Projects ☐ Parking ☐ Water ☐ Sewer ☒ Refuse  
☐ SWM ☐ Debt Service ☐ Other:

## DISCUSSION/HISTORY/BACKGROUND:

The City contracted with R. W. Beck, the consulting firm contracted in June 2004, to conduct a study of the City's regular refuse program (recycling was not included in the study). After reviewing the initial data and observances from R. W. Beck, staff asked them to look at five different scenarios: eliminate backdoor collection; convert to fully-automated collection twice per week; convert to fully-automated once per week; convert to semi-automated once per week; and, eliminate the chipper truck and use a rear-loader to collect all yard waste (this scenario has already been implemented).

On September 13, 2004, R. W. Beck presented the Mayor and Council with an overview of their findings and several recommendations. During that meeting, the Mayor and Council asked R. W. Beck to prepare a survey instrument for a sampling (2,200) of the City's refuse customers, explaining the proposals and seeking their input. Additionally, the Mayor and Council asked R. W. Beck to look at an alternative scenario, semi-automated collection twice per week, and the evaluation of a volume-based pricing program.

R. W. Beck will brief the Mayor and Council on their findings and recommendations from the three tasks.

**Options Considered (*pros and cons*):**

R. W. Beck looked at six different scenarios: eliminate backdoor collection; convert to fully-automated collection twice per week; convert to fully-automated once per week; convert to semi-automated twice per week; convert to semi-automated once per week; and, eliminate the chipper truck and use a rear-loader to collect all yard waste (this scenario has already been implemented).

R. W. Beck recommends that the City pursue the following transition plan for changing the refuse system:

- Eliminate backdoor collection for all but certified disabled residents
- Invest in a 90-gallon cart for each household receiving refuse service from the City (excluding those served via alleys)
- Retrofit the existing rear-load fleet with cart tippers to enable semi-automated collection
- Retain the current twice per week collection frequency for 3-6 months, then convert to a once per week collection frequency.

Please refer to circle page 10 for details of all scenarios.

**Boards and Commissions Review:**

Not applicable.

**Change in Law or Policy:**

Depending on instruction from the Mayor and Council, changes could be necessary to the Resolution to "Establish Service Charge Rate - Municipal Refuse Collection."

**Next Steps:**

Mayor and Council provide instructions to staff on changes to implement for the refuse system.

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Susan Fournier, Public Works Administrator

1/31/2005  
Date

**APPROVE:** Eugene H. Cranor  
Eugene H. Cranor, Director of Public Works

1/31/05  
Date

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Scott Ullery, City Manager

1/31/05  
Date

**LIST OF ATTACHMENTS:**

1. Report from R.W. Beck with regard to Solid Waste System Evaluation - Phase II Findings, January 2005.

**Final Report**

# **Solid Waste System Evaluation—Phase II Findings**

**City of Rockville, MD**



**February 2005**



**R. W. BECK**  
**PHASE II FINDINGS**  
**City of Rockville, MD**

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# EXECUTIVE SUMMARY

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## Introduction

The City of Rockville, Maryland, retained R. W. Beck in 2004 to evaluate its solid waste collection system and to analyze the impacts of making changes to the system. This analysis was driven by the following factors:

- Rockville charges its residential customer rates that are among the highest in the area;
- These rates do not currently cover the cost of providing the range of collection services provided by the City;
- Annual rate increases of over seven percent will be needed for the foreseeable future in order to bring the current rates to a level to generate sufficient revenues to cover costs.

R. W. Beck's analysis of the City's collection system reached the following general conclusions:

- Rockville provides an extremely high level of service, which is characterized by:
  - Frequent collection days for all services offered;
  - Collection of unlimited set-outs on scheduled collection days; and
  - Provision of backdoor as a substitute to curbside garbage collection service to any customer;
- Rockville's current rate structure does not differentiate between backdoor and curbside customers, even though there is a significantly greater cost to the City to provide backdoor garbage collection compared to curbside garbage collection; and
- The City employs a highly manual collection strategy, which is increasingly antiquated and prone to higher rates of injury, absenteeism, and workers' compensation claims than more automated collection technology that is both proven and widely available.

As a result of these general findings, R. W. Beck has performed three primary analyses to assist the City in setting a course of action to improve the cost-effective delivery of solid waste collection services while moderating future rate increases. This analysis included three main tasks, which are described in the sections below.

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### Alternative Collection Scenario Analyses

R. W. Beck originally modeled a total of four different alternative collection strategies for the City. The results to these scenarios were presented to the Mayor and Council on September 13, 2004. At the request of Mayor and Council, a fifth scenario was evaluated. For each scenario, R. W. Beck calculated the impact to the City's operational resource needs, as well as direct cost impacts. The cost impacts associated with the four original and one new alternative collection scenario are summarized in Table ES-1 below.

**Table ES-1**  
**Cost Savings by Scenario**

Scenario	Annual Direct Savings (Cost)	Savings from Avoided Injuries	Total Annual Savings (Cost)
Scenario 1: Eliminate Backdoor	\$120,000	\$47,000	\$167,000
Scenario 2: 2x/week Fully-automated	\$3,000	\$70,000	\$73,000
Scenario 3: 1x/week Fully-automated	\$210,000	\$70,000	\$280,000
Scenario 4: 1x/week Semi-automated	\$278,000	\$70,000	\$350,000
NEW Scenario 5: 2x/week Semi-automated	(109,000)	\$70,000	(\$39,000)

As shown, there are multiple options that generate a cost savings to the City. Simply eliminating backdoor collection will result in significant savings. However, more extensive savings are achievable by converting to an automated (either semi- or fully automated) system that would allow the City to reduce collection frequency from twice per week to once per week. In cities that have implemented semi- or fully automated collection, once per week collection frequency is the norm.

A complete discussion of the scenario analyses is included in Section 1 of this report.

### Customer Survey

In order to gauge residents' perception of City solid waste collection services and assess the general willingness to change to a new collection system, Phase II of this project included a brief customer survey. The survey focused on two primary issues: (1) the elimination of backdoor service, and (2) converting to an automated system whereby residents would be provided by the City with special carts.

The customer survey was performed on a randomly selected group of 2,200 of the 12,300 households whose service would be impacted by any change to the City's system. Over 900 responses, representing a 45 percent response rate, were received—this is among the highest response rates R. W. Beck has observed in conducting similar surveys in other municipalities. Responses were distributed in proportion to the number of households in various neighborhood boundaries within Rockville. Survey responses have a margin of error of +/- 1.8 percent.



Regarding the issue of backdoor collection, the survey found:

- A majority of respondents (72%) support higher rate for backdoor service compared to curbside
- A majority of respondents (76%) support elimination of backdoor to reduce rate increases
  - There is especially strong support from existing curbside customers;
  - Half of respondents would switch from backdoor to curbside if offered lower rate; and
- A small group of survey respondents prefers current system

Regarding the issue of automated collection where the City would provide a special cart for use by residential customers, the survey found:

- A majority of respondents (68%) support automated collection if it will save money; and
- A slim majority (55%) would support 1x/week frequency if given a special cart.

Finally, the survey found that 72% of all respondents are supportive of the City making decisions that keep rates down.

These responses would appear to be supportive of the City in making strategic changes to the way in which solid waste collection is provided, although ongoing public education and outreach will be important before, during and after any significant program change.

Complete details of the survey are included in Section 3 of this report.

## **Volume-based Pricing Considerations**

At the conclusion of the September 9 Mayor and Council work session, it was requested that additional information be provided regarding the appropriateness of volume-based pricing to benefit Rockville customers in the event the City opts to convert to an entirely curbside collection program.

Although not widespread, volume-based programs are relatively common and have been implemented successfully in large and small cities across the country. Such programs are actively supported by the Environmental Protection Agency and other organizations that promote recycling and waste reduction. Volume-based pricing programs have been shown to:

- Increase homeowners' control over solid waste costs;
- Improve equitability by aligning rates with generation quantities;
- Increase participation in recycling through price signals; and
- Reduce disposal costs.

## EXECUTIVE SUMMARY

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Cities that have successfully converted to volume-based collection typically have the following elements in their collection program

- Once per week collection frequency for garbage collection;
- Up to four (although more commonly two or three) sizes of carts available to residential households;
- Rates that have a fixed component to cover fixed collection costs as well as other special collection services (such as yard waste and bulky waste) that are not impacted by the incentive to recycle more; and
- A variable component to the rate that depends on the size and number of carts required by each household.

Details of several successful volume-based pricing systems are included in Section 2 of this report.

We note that our research did not identify any cities that attempted to convert from a backdoor collection system to a curbside, volume-based pricing collection system in a single step. More commonly, the communities that have volume-based pricing already had mandatory curbside collection in place (i.e., no backdoor service), and many of these communities had semi-or fully automated collection systems where residential customers had previously become accustomed to using carts.

## Conclusions

The City of Rockville has many options to change their collection system for the better. Specifically, the City could opt to change any of the following elements of their system:

**Backdoor collection** could be eliminated entirely, or at a minimum could be structured so that residents who opt for backdoor service<sup>1</sup> pay a higher rate to reflect the increased cost to the City to provide this service;

More **automated collection technologies** exist that would significantly reduce or entirely eliminate manual collection of refuse in Rockville. Either semi-automated or fully automated collection strategies are capable of being implemented in Rockville;

In conjunction with implementing a more automated form of collection, the City would have the option to reduce **garbage collection frequency** from twice per week to once per week. Such a frequency change is standard in cities that have implemented semi- or fully automated collection, and is the main reason significant cost savings can be achieved.

Also in conjunction with semi- or fully automated collection, the City could consider a single, one-size-fits all **cart**—recommended at a 90 gallon capacity—or could opt to offer customers different sized carts for different rates.

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<sup>1</sup> Excludes certified disabled customers, who would still be provided with backdoor service at the going rate.

Given these considerations, R. W. Beck recommends that the City pursue the following transition plan and strategy for changing their system:

### **Transition Step**

As soon as manageable, the City should:

- Eliminate backdoor collection for all but certified disabled residents;
- Invest in 90-gallon carts for all households receiving City refuse services (except alley customers);
- Retrofit its existing rearload fleet with cart tippers to enable semi-automated collection; and
- Retain the current twice weekly collection frequency.

This step will allow the City to fully analyze curbside set-out behaviors and both in-cart and out-of-cart set-out quantities that are critical to planning the next step. We acknowledge that the City may experience a temporary spike in the costs to provide this service. However, the short-term nature of the cost increase should be offset by facilitating an orderly transition to once per week collection, where real cost savings can be achieved. Additionally, during this step the City can better evaluate policies governing out-of-cart set-outs and the bulky waste collection system to assure that semi-automated collection is implemented consistently and fairly across the City.

### **Final Step**

After three to six months of service provided as described in the transition step, the City should convert from twice weekly to once weekly garbage collection frequency. The City will have been able to gauge the extent of residents requiring additional carts during the transition step, and plan accordingly for the cut-over to once per week.

### **Future Consideration**

R. W. Beck recommends that the City fully implement once per week semi-automated collection and stabilize collection system costs and rates for two or more years before considering additional system changes. Specifically, we recommend that the City set aside its consideration of a volume-based pricing system until such time as it is possible to accurately measure cart-based generation rates and conduct a full-blown rate study that would be needed to defensibly support the implementation of such a rate structure.

# Section 1

## ALTERNATIVE COLLECTION SCENARIO ANALYSES

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### 1.1 Introduction

In Phase 1 of this project, we evaluated the following alternative collection scenarios:

- **Scenario 1:** Eliminate backdoor collection for refuse;
- **Scenario 2:** Convert to fully-automated refuse collection on a twice per week service schedule;
- **Scenario 3:** Convert to fully-automated refuse collection on a once per week service schedule; and
- **Scenario 4:** Convert to semi-automated refuse collection on a once per week service schedule.

The technical memorandum containing the detailed results for each of the scenarios above is included in Appendix A. The purpose of this section is to present the final results of a fifth alternative collection scenario:

- **NEW Scenario 5:** Convert to semi-automated refuse collection on a twice per week service schedule.

Table 1 summarizes the projected annual cost savings of each of the five scenarios.

**Table 1-1**  
**Cost Savings by Scenario**

Scenario	Annual Direct Cost Savings
Scenario 1: Eliminate Backdoor	\$119,843
Scenario 2: 2x/week Fully-automated	\$2,679
Scenario 3: 1x/week Fully-automated	\$209,849
Scenario 4: 1x/week Semi-automated	\$278,165
Scenario 5: 2x/week Semi-automated	(108,756)

The assumptions and methodology used to analyze 2x/week semi-automated collection are the same as those presented in the memorandum in Appendix A, and are not duplicated here. Please reference this memorandum for background assumptions.

## 1.2 Scenario 5: Implement Semi-automated 2x/week Collection

This semi-automated scenario will include distribution of carts to all households, as well as retrofitting the City's existing refuse vehicles with cart tippers. Crews will continue to be 2-person for the semi-automated system.

Table 1 compares the productivity of the current system with that projected were the City to convert to a 2x/week semi-automated collection system for refuse.

**Table 1-2**  
**Scenario 5 Productivity Parameters**

System Parameter		Current System	Scenario 5
Customers (households)	Curbside	7,187	11,979
	Backdoor	5,132	340 [1]
	Alley	1,287	1,287
Refuse set-out rate	First day	88%	85%
	Second day	73%	65%
Refuse productive Seconds per stop		29	29
Actual hours worked per day	First day	7 hours	7.5 hours
	Second day	5.5 hours	6 hours

[1] Consistent with other scenarios, estimated at 2.5 percent of total customer base.

Because the semi-automated system relies on rearloaders retrofitted with tippers, there is no need to provide a separate bulk waste system, as bulk waste will continue to be collected on the rearload refuse routes in addition to waste contained in carts. Note that the productivity per stop with the semi-automated system is modeled to be equal to the current backdoor system. Although the seconds per stop will decrease for the fraction of customers who will be converted from backdoor to curbside service, this reduction is modeled to be completely offset by the increase in time it will take to service each and every curbside customer with the semi-automated carts. Specifically, collectors will need to retrieve the cart from the curb, tip the cart, and return the cart to the curb. This process is generally slower than manual collection.

Based on these parameters, Table 2 summarizes the impact on the daily routes needed to provide collection service.

## ALTERNATIVE COLLECTION SCENARIO ANALYSES

**Table 1-3  
Scenario 5 Projected Operational Results**

System Parameter		Current System	Scenario 5	Change
Refuse Routes per day	Rearload	9	9	0
Rearload Vehicles	Active	9	9	0
	Spare	3	3	0
Carts		0	14,000	14,000
Refuse Equipment Operators/ Collectors		18	18	0

As shown in Table 2, switching to twice-per-week semi-automated collection will not reduce the number of collection routes per day and therefore will not reduce the number of trucks and crew needed to provide collection. The requirement for purchasing carts and tippers will only increase the total direct collection cost. Table 3 summarizes the change in the cost of labor, equipment operation, and the additional capital costs required to convert to this scenario.

**Table 1-4  
Projected Cost Savings of Scenario 5**

Unit	Change	Amount	Total Annual Cost (Savings)
Refuse crew	0	Salary & benefits	\$45,146
Rearloaders		Annualized Capital	\$20,351
	0	O&M	\$7,000
		Fuel	\$2,200
Rearload cart tippers	12	Annualized capital	\$1,760
Carts	14,000	Annualized capital	\$5
		Repair/Replacement	\$1
<b>Total</b>			<b>(\$108,756)</b>

As shown, the total annual increased cost of twice-per-week semi-automated collection is estimated to be \$108,756. Although not shown, it is important to note that there is a strong likelihood that the rate and severity of worker injury will decrease. Although it is not possible to pinpoint the specific injuries that would have been eliminated by having a semi-automated system, a review of reported injuries in FY04 through FY05 suggest that \$47,300 in backdoor-service related injury costs and another \$22,700 in manual collection-related injury costs could have been avoided<sup>2</sup>.

<sup>2</sup> Includes all injuries annotated to have occurred during backdoor collection activities, as well as all bending and lifting-related injuries, needle sticks, and other cuts abrasions from sharp material poking through a bag.

## Section 2

# VOLUME-BASED PRICING

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## 2.1 Introduction

The purpose of this section is to present the City of Rockville (City) with a characterization of volume-based (also known as “variable rate” or “Pay-As-You-Throw (PAYT)”) municipal solid waste (MSW) collection systems and provide an understanding of rate structure development for cart-based collection, including examples of successful cart-based programs in other communities.

Volume-based pricing programs create an economic incentive to recycle more and generate less waste. The concept is similar to water, electricity, gas, and other utilities. By offering the residents a choice in container size, the municipality provides an opportunity for residents to control their monthly refuse bill.

Although not addressed explicitly in this report, many of the concepts relating to volume-based pricing would also apply if the City were to adopt a two-tiered rate system for backdoor and curbside trash collection.

## 2.2 Volume-based Pricing Overview

Each community may have a different reason for implementing a volume-based collection system, but the most common goals among communities with an existing user fee system in place include:

- Encourage MSW reduction (and increase recycling) through price signals;
- Convey a better understanding of social costs of waste disposal to citizens; and
- Refine the existing rate structure to cover costs of recycling, yard waste, and other programs that enhance or complement a volume-based system.

All of these would likely be achieved if Rockville were to pursue a volume-based pricing structure.

Municipalities that have implemented volume-based pricing programs have reported a number of benefits including:

- Waste reduction;
- Reduced waste disposal costs;
- Increased waste prevention;
- Increased participation in recycling and composting programs;
- A more equitable waste management fee structure (this also applies to separate rates for backdoor and curbside collection); and

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- Increased understanding of environmental issues in general.

While there are clearly benefits associated with volume-based pricing programs, there are also potential barriers/issues that must be overcome or addressed to successfully implement this system. These potential barriers/issues include:

- Illegal dumping;
- Ensuring full recovery of expenses;
- Controlling/covering administrative costs;
- Perception of increased cost to residents;
- Building public consensus.

In the case of Rockville, there is an added level of complexity to implementing volume-based rates in light of the City's current provision of either backdoor or curbside service. No benchmark communities are available that have attempted to convert from a backdoor system to a curbside system with volume-based rates in a single step.

### 2.3 Volume-based Rate Setting

There are a number of ways to price a variable rate system. These include four specific options shown in Table 1 below.

**Table 2-1  
Pricing Options<sup>1</sup>**

System	Rate
Proportional (linear)	Flat rate per container
Variable container	Different rates for different size containers
Two-tiered	Flat fee (usually charged on a monthly basis) <b>and</b> flat rate per container
Multi-tiered	Flat fee (usually charged on a monthly basis) <b>and</b> different rates for different size containers

<sup>1</sup> Source: "Pay As You Throw: Lessons Learned About Unit Pricing", United States Environmental Protection Agency, 1994

#### 2.3.1 Proportional Rate System

This is conceptually the simplest form of volume-based pricing and involves the household paying a flat price for each container (or bag) of waste they place out for collection. It typically is implemented by selling special bags or stickers, and is more common in rural areas with non-mandatory collection. Because there is no billing, this rate structure is easy to administer. This type of system would not be appropriate for the City of Rockville.



### 2.3.2 Variable Container Rate

Under this system, a different rate is charged for different size containers. Like the proportional rate, the entire cost of the service is made up through the revenue generated on the container prices. While this system and the proportional rate system create strong incentives for residents to reduce waste, they both require that communities carefully set their rates to ensure revenue stability. In the City of Rockville, setting such simplified rates may be difficult because the City also offers other collection services that need to be covered by the rate structure (recycling, yard waste, bulky waste, etc.).

### 2.3.3 Two-Tiered Rate System

In the two-tiered rate system, households are assessed both a fixed fee and a per container fee. The fixed fee ensures that revenue is generated for the fixed costs while the per container fee is used to cover variable costs. Some communities use this two-tiered approach as a transition to the purer forms of PAYT described above.

A fictional two-tiered rate structure is shown below:

Base Rate	\$20.00 per month fixed
90-gallon Container rate	\$ 8.00 per month per container

In this example, the typical resident would pay \$28.00 per month, but residents who generated enough to need a second cart would be charged \$36.00 per month. The base rate does not have to be based strictly on the costs to provide all collection services, nor does the cost per container have to be limited only to the disposal cost for 90 gallons of waste. Rather, the rates need to take into account the revenue sufficiency requirements of the City's entire collection system to assure that total revenues will be sufficient to cover the City's costs.

### 2.3.4 Multi-Tiered Rate System

In this hybrid of the three systems described above, households pay a fixed fee plus variable fees for different size containers. A fictional multi-tiered rate system is shown below

Base Rate	\$20.00 per month fixed
30-gallon Container rate	\$5.00 per month per container
60-gallon Container rate	\$8.00 per month per container
90-gallon Container rate	\$11.00 per month per container

In this system, the average resident will likely pay either \$28.00 or \$31.00 per month, but some residents will pay only \$25.00. Depending on the number of customers who choose each rate tier, the total system revenues can vary widely. It is therefore important to assure that the fixed component of the rate structure will achieve revenue sufficiency under different customer behavior scenarios. Because of the different

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container sizes, this type of rate structure is more complex and could require additional resources to administer and bill.

### 2.3.5 Rate-making Considerations

In every program there are fixed costs that exist regardless of the amount of waste that is disposed. These include municipal salaries, administrative costs, and collection costs. Municipalities have personnel who manage the program, some full time and some as part of a range of duties, so their entire salary and benefits or portion of the salary and benefits attributable to these duties should be assigned to the program. Collection costs are fixed because regardless of the amount of material collected, the collection vehicles must cover the routes in the program. Driving the scheduled routes requires some set number of personnel and their associated costs, as well as vehicle costs that include, among other things, maintenance, fuel and insurance.

Variable costs include waste disposal and processing of recyclables, which are largely based on the tonnage of materials disposed and/or processed.

All the costs associated with the program must be factored into the rate system. For instance, the costs associated with bulky waste, recycling and yard waste collection and processing must be factored into the volume-based rate unless a separate fee is charged for these services. Because they supplement the refuse program, it is advisable to keep the fees in the rates charged for the overall program.

The goal for any program is to ensure that revenues are sufficient to cover program-related expenditures. The best way to do this is to ensure that a fixed amount of revenue is generated that covers the fixed costs. Because all or part of the revenue required to operate the system is raised through a fee attached to a unit that varies with the level of usage, many municipalities have split the costs between a fixed rate and variable rate system. Fewer have assigned all the costs associated with the system to a strict variable rate fee.

Determining the appropriate fixed and variable portions of volume-based rates requires a detailed analysis of both set-out quantities (for both refuse and recycling) and also a breakdown of the collection and disposal costs for each of the collection services offered by the City.

It will be important to estimate the current quantities of refuse and recycling that Rockville residents set out. This measurement can be made by statistical sampling of set-out volumes on representative routes during several times per year. If the City implements only a two-tiered rate system, it is important to make sure the refuse container size that is priced into the system can contain the waste generated by 85 to 90 percent of City customers. In other words, a second cart should only have to be purchased by 15 percent or less of the customer base. Ninety-gallon carts have been shown to contain the weekly waste generation by a family of five, and are the most common size container for a cart based system.

In performing the financial analysis for variable rates, it will be important to set the fixed rate portion of the service based on the fully loaded collection costs for all collection services, plus recycling and/or yard waste processing costs. Yard waste and

bulky waste behaviors will not be as affected by the variable rate pricing, so the costs to provide these services will need to be captured in the fixed portion of the rate.

The variable portion of the rate should be more closely tied to disposal. For example, a 90 gallon cart equals roughly  $\frac{1}{2}$  cubic yard. Collected weekly, this translates into 26 cubic yards of waste disposed per year. At an average density of 100 pounds per yard, this translates into 1.3 tons per year. The variable portion of the rate should at least loosely reflect the cost to dispose of 1.3 tons of waste at the going tipping fees.

Ultimately, the City should be prepared to develop a full rate model that allows development of revenue projections under different customer behavior patterns. For example, under a “low revenue” scenario, all residents opt for the smallest container size. Although it is unlikely that this will come to pass, the City can best protect itself from unanticipated revenue shortfalls by testing such scenarios.

## **2.4 Benchmarking**

When refuse rates are set so that customers pay more for the volume of MSW they discard, the pricing becomes a key incentive to change attitudes and behavior. An example is provided from previous work conducted by R. W. Beck: The City of Bellevue, Washington instituted a volume-based program in 1990 and residents responded by downsizing their average service needs. In 1989, 13% of residents subscribed to weekly refuse collection of one 30-gallon can and 53% subscribed to the three can level. By the end of 1996, 62% of refuse customers subscribed to one 30-gallon can or a mini-can (19 gallons) and 12% to the three can or greater service. During the same time period, per-household disposal amounts decreased from 6.52 to 3.69 pounds per day.

A similar example shows the effect of rate increments between container sizes on the quantities of recyclable materials collected. In 2001, the City of Oakdale, Minnesota surveyed municipalities in the Minneapolis/St. Paul metropolitan area in reference to their rates for MSW collection. Rates were tabulated for small (30-gallon), medium (60-gallon), and large (90-gallon) size refuse containers. The rates included curbside recycling service. Other services, such as yard waste pickup, and special rates, such as for seniors, were excluded so that the data was comparable. Table 2 lists the rates from the communities surveyed and the per capita recovery of recyclable materials. It appears, at least in these survey results, that the larger the cost increment between container sizes, the higher the recovery of recyclables (i.e., the City of Afton has the highest recyclable materials recovery rate of the cities surveyed, and has the highest increment between the small and medium MSW service prices, 19.9 percent).

## Section 2

**Table 2-2**  
**2001 Variable Rate Pricing for MSW Service for Select Minnesota Communities and their Per Capita Recovery of Recyclable Materials**

<b>Community</b>	<b><u>SMALL</u> (@ 30 gallon)</b>	<b><i>% difference in price between Small &amp; Medium</i></b>	<b><u>MEDIUM</u> (@ 60 gallon)</b>	<b><i>% difference in price between Medium &amp; Large</i></b>	<b><u>LARGE</u> (@ 90 gallon)</b>	<b>2001 Per Capita Recovery of Recyclables (lbs/person/yr)</b>
Afton	\$10.98	19.9%	\$13.17	16.6%	\$15.36	364
Oakdale	\$13.57	14.7%	\$15.56	13.6%	\$17.68	153
Oak Park Heights	\$10.20	12.0%	\$11.42	14.3%	\$13.05	123
Stillwater	\$12.25	15.5%	\$14.15	13.9%	\$16.12	221
Woodbury	\$12.34	14.1%	\$14.08	12.2%	\$15.80	210

\* Prices are an average of five hauliers' prices

To help the City of Rockville evaluate successful cart-based variable rate systems, R. W. Beck benchmarked volume-based pricing in six communities throughout the country. Table 3 below shows the monthly rates per container size, the services included in the rates, as well as the estimated breakdown of container size distribution.

## VOLUME-BASED PRICING

**Table 2-3  
PAYT Benchmark Communities**

Community	Semi- or Fully-Automated Collection System	Container Sizes and Rates (per Month)	Services Included in Rates	Estimate of the Breakdown of Customers Using Various Size Containers
Gainesville, FL	Fully-Automated	20-gallon: \$13.21 35-gallon: \$17.18 64-gallon: \$21.14 96-gallon: \$26.42	Rates include weekly MSW, recycling, and yard waste collection, as well as scheduled collection of furniture and appliances.	20-gallon: 6% 35-gallon: 27% 64-gallon: 53% 96-gallon: 13%
Minneapolis, MN	Semi-Automated	22-gallon: \$24.25 94-gallon: \$26.25 Includes Solid Waste Base Fee of \$22.25 per month plus disposal fees of \$4.00/month per large cart and \$2.00/month per small cart. MN Solid Waste Mgmt. Tax is collected on the MSW services but not the recycling services. Additional cart: \$4.00/month	Rates include weekly collection of MSW, large items, and yard trimmings, and bi-weekly collection of recyclables. A recycling credit of \$7.00 per dwelling unit is available to residents who register for the recycling credit. <u>SW Fees with Recycling</u> 22-gallon: \$17.25 94-gallon: \$19.25	22-gallon: 2% 94-gallon: 98%
Austin, TX	Semi – 40% Fully – 60%	30-gallon: \$11.75 + tax 60-gallon: \$14.50 90-gallon: \$17.25 Additional carts: 30-gallon: \$4.75 60-gallon: \$7.50 90-gallon: \$10.25 One-time \$15 fee to upgrade cart size or add an additional cart. No fee to change to a smaller cart.	Rates include weekly collection of MSW, yard waste, and recycling	30-gallon: 12.6% 60-gallon: 76% 90-gallon: 8.5%  Customers with more than 2 carts: 2-6%
Tacoma, WA	Fully-Automated	20-gallon: \$19.55 30-gallon: \$26.10 60-gallon: \$36.50 90-gallon: \$48.40	Rates include weekly MSW service and bi-weekly recycling and yard waste service, plus 2 free large item pickups per year.	20-gallon: 10% 30-gallon: 43.4% 60-gallon: 40.3% 90-gallon: 6.3%
San Jose, CA	Fully-Automated	20-gallon: \$17.22 32-gallon: \$18.30 64-gallon: \$36.60 96-gallon: \$54.90 "Extra Garbage" sticker for placement on a 32-gallon trash bag: \$4.50 each	Rates include weekly collection of MSW, recycling, and yard trimmings, as well as monthly street sweeping services.	20-gallon: 3% 32-gallon: 83% 64-gallon: 13% 96-gallon: 1% All other sizes: Less than 1%

## Section 2

Community	Semi- or Fully-Automated Collection System	Container Sizes and Rates (per Month)	Services Included in Rates	Estimate of the Breakdown of Customers Using Various Size Containers
Fort Worth, TX	Semi- and Fully-Automated	32-gallon: \$11.45 + tax 64-gallon: \$16.45 + tax 96-gallon: \$21.45 + tax	Rates include weekly collection of MSW, recycling, and yard trimmings, as well as scheduled collection of large items.	32-gallon: 24% 64-gallon: 67% 96-gallon: 9%

We offer these observations from the benchmarking table:

- All of these cities provide only once-per-week refuse collection. This is especially interesting given the prevalence of 60 and even 30 gallon containers, which are far smaller than the 90 gallons typically cited in the conventional wisdom of cart-based systems that provide once-per-week service.
- Among benchmarks, there are most commonly three tiers of container size from which customers may choose, although some cities have only two and some cities as many as four container sizes.
- All benchmark cities include other services—recycling collection, yard waste, and bulky items—in the rates regardless of the container size. With the exception of Minneapolis, these cities have hidden the base rate and variable rate from the residents and instead charge only a loaded rate for each container size.
- Although 90-gallon containers are typically associated with semi-automated and automated collection systems, it is of interest to note that the 60 to 64-gallon containers appear to be the most popular size containers used by customers within volume-based systems.
- One city—San Jose at 32 gallons—has even smaller refuse containers as their most commonly selected container size. The only City where 90-gallon containers are most prevalent is Minneapolis, which is likely due to the small cost difference in container size. For \$2.00 more, the residents can get more than four times the capacity.
- The cities all require that residents have at least one cart, which assures a minimum fixed income from the rate structure, and reduces the threat of illegal dumping (because residents know they will be charged for the service).

The United States Environmental Protection Agency (USEPA)<sup>3</sup> is an excellent resource for information on volume-based pricing programs. Their “Pay-as-you-throw Bulletin” offers many examples of case studies and successful PAYT program implementations, such as the following Spring 2004 article on the City of Fort Worth, Texas:

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<sup>3</sup> USEPA website address: <http://www.epa.gov/epaoswer/non-hw/payt/index.htm>



**Dramatic Changes, Dramatic Results:** Though still a bit less than a year old, the results of Fort Worth's PAYT program have been staggering. Under the PAYT system and corresponding curbside recycling program - implemented in March 2003 - Fort Worth's recycling rate has jumped from 6 percent to 20 percent, and 70 percent of households now recycle, up from just 38 percent. The economic effects are just as encouraging. Under PAYT, 92 percent of residents pay less for garbage disposal than they did under the old system, and the city is saving, too. The cost for municipal solid waste disposal has dropped from almost \$32 million under the old system to approximately \$24 to \$25 million under PAYT, and the city earned \$540,000 from the sale of recycled materials over the course of a year. With a promising first year under its belt, the program continues to expand. The program now serves 163,000 households, and a new route is being added every six weeks.

## **2.5 Concluding Observations**

We offer the following considerations for the City of Rockville when contemplating variable rate pricing for City residents.

- Prior to pursuing a volume based program, we recommend that the City address the current inequities in its flat rate structure for both curbside and backdoor customers. The City should either eliminate backdoor collection entirely (except for certified disabled customers), or else implement a two-tiered rate structure that charges backdoor customers at a higher rate than curbside customers.
- Regardless of the outcome of the above bullet, it would be possible to implement a cart-based program. In other words, a cart-based system could still offer both backdoor and curbside set-out options, again assuming appropriate differential rates could be implemented.
- If the City does proceed with implementing a cart-based collection system, it would be possible to do so without offering different sized carts, and instead providing uniform service to all residents. Such a change would be easier to implement than a volume-based system, and would position the City to implement a volume-based rate structure in the future.
- As shown in the benchmarks, it may be difficult to project the number of customers opting for each size cart if a volume-based program were to be implemented in Rockville at the current time. A robust rate model would greatly increase the City's chances of establishing a rate structure that will sufficient cover current system costs, while still providing behavioral incentives to increase recycling and reduce waste generation.
- Given the high level of service the City currently offers, it may be that residential customers will view volume-based pricing as an attempt to reduce services. However, Rockville's recycling participation rate is high enough that it suggests that recycling is important to City customers, and that volume-based pricing public education should focus on the environmental benefits as well as the rate equitability benefits.

## Section 2

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- Regardless of the volume-based pricing scenario used, the City would need to implement controls that help to ensure proper disposal of wastes generated in the City. Improper disposal (illegal dumping) is less likely under most tiered scenarios. If all residents are required to pay a fee, even if it is only a partial fee to cover fixed costs, they are more likely to use the service. However, good enforcement is still necessary to ensure compliance, especially because there may be an incentive to place a greater level of contaminants in the recycling bin to enable a smaller refuse container. Recycling collection crews may need to expect greater oversight of contamination.
- Before any volume-based system is implemented, additional public education and planning would be needed. Customers accustomed to a flat rate will need to be informed about their options, and frequent changes to cart sizes may be expected in the early months of the program as customers get acclimated with their waste generation and recycling habits.



## Section 3

# CUSTOMER SURVEY

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A solid waste collection customer survey was performed in December 2004 to investigate Rockville residents' current views on backdoor vs. curbside refuse service, and also to explore the potential interest in helping the City convert to a semi-automated or fully automated collection system that would require residents to use a special, City-provided wheeled cart.

Details about the survey are not included here in the body of the report, but rather are included in the following series of appendices at the end of the document:

- Appendix B: Cover Letter and Survey Instrument
- Appendix C: Graphical and Tabular Results of the Survey
- Appendix D: Written Comments to Customer Survey
- Appendix E: Comments Provided to City External to Survey

## APPENDICES

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**Appendix A**

**FINAL RESULTS OF PHASE 1 COLLECTION  
ALTERNATIVES EVALUATION – MEMO OF 9/9/04**

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# MEMORANDUM



Via E-mail

To: Hal Cranor, City of Rockville

From: John Culbertson, R.W. Beck  
Walt Davenport, R.W. Beck

Subject: **Final Results of Phase II Collection Alternatives Evaluation**

Date: September 9, 2004

The purpose of this memorandum is to present the final results of the Phase II Collection System Alternatives Evaluation. This analysis and write-up integrates the City's comments on the August 27 draft memorandum.

The City requested that the following five alternative scenarios be evaluated:

- **Scenario 1:** Eliminate backdoor collection for refuse;
- **Scenario 2:** Convert to fully-automated refuse collection on a twice per week service schedule;
- **Scenario 3:** Convert to fully-automated refuse collection on a once per week service schedule;
- **Scenario 4:** Convert to semi-automated refuse collection on a once per week service schedule; and
- **Scenario 5:** Eliminate the chipper route and use rearloaders to collect all yard waste.

Table 1 summarizes the projected annual cost savings of each of the five scenarios.

**Table 1 Cost Savings by Scenario**

Scenario	Annual Direct Cost Savings
Scenario 1: Eliminate Backdoor	\$119,843
Scenario 2: 2x/week Fully-automated	\$2,679
Scenario 3: 1x/week Fully-automated	\$209,849
Scenario 4: 1x/week Semi-automated	\$278,165
Scenario 5: Eliminate Chipper Truck	\$92,686

The remainder of this memorandum summarizes the data and assumptions used to analyze the impact of implementing each of these alternative scenarios, as well as more detailed results of the analysis. Note that all of the analysis included in this memorandum represents a "fully-implemented" alternative scenario for the purposes of comparing the current system. It is likely

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that full implementation of any scenario would need to be phased in over a period of years, and the full financial impact would not be achieved until full implementation was complete.

Note also that the costs shown in this memorandum represent a snapshot of current year costs. To the extent these costs are used to plan for future system changes, it would be necessary to escalate the costs based on appropriate escalation factors. For labor and most operating-related costs, an escalation factor related to cost of living increases (three to four percent) would be appropriate. However, for certain capital costs, it is recommended that a significantly higher escalation factor be used. Specifically, the cost of raw material (steel) needed to manufacture collection trucks has increased greatly in the past year. Information provided by the City's vendors, and supported by anecdotal information obtained by R. W. Beck, suggest that the capital cost of new collection vehicles may be expected to increase a minimum of 15 to 20 percent in the coming year, with increases of up to 30 percent in the near future being possible. The City should factor in these expected cost increases when planning any future system changes.

## Overview of Scenario Analyses and Cost Assumptions

Our analysis of each scenario is intended to summarize the key assumptions used and to present the likely impact on the City's operations and direct costs were the scenario to be fully implemented.

Each alternative scenario is summarized via a series of tables containing key assumptions and/or results. Our analyses are based on both operating and cost parameters that we have measured for the City's current system, as well as our internal database of operating and cost parameters for the alternative scenarios selected by the City. Operationally, each analysis relies on the following parameters and data elements:

- **Customer counts:** For each different type of collection, there is a discrete number of customers receiving the service. Rockville services roughly 13,600 total households.
- **Material quantities collected:** Historical data is available on the amount of material to be collected by each collection system. These estimates were provided by Rockville based on weight tickets from the County transfer station.
- **Set-out rate:** The set-out rate represents the fraction of the total number of houses on the day's route that have set out material to be collected
- **Actual hours worked per day:** Although crews are compensated for four 10-hour days (40 hours) per week, the task pay system provides incentive for crews to work harder to finish the day's route earlier than a full 10-hour day. We have measured the actual time crews require to complete their collection task, which is typically less than a full 10-hour day.
- **Productive seconds per stop:** Different collection technologies have been shown to achieve different productivity levels. Our field observations provided insight into the current productivity in terms of the number of seconds needed to collect one set-out and drive to the

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next set-out. We possess similar data from other cities that have implemented these alternative collection systems.

Our analysis of each scenario also relies on cost assumptions for the current and alternative system. For current costs, we have attempted to apply actual data provided by the City. For the projected costs, we have relied on our internal database of capital and operating costs for systems comparable to those being analyzed as alternative scenarios in Rockville. Specifically, we have based our cost analysis on the following unit costs:

- **Vehicle capital costs:** Projected cost of acquiring a new vehicle of the specified type. Table 2 below summarizes the capital cost assumptions used in our analysis for all vehicle types. For simplicity, we have annualized the capital cost of each vehicle type based on straight-line depreciation (with no salvage value) over the expected useful life of the vehicle. Note that we have used a 10-year useful life for most vehicles, and a 7-year useful life for automated trucks. These assumptions reflect industry standard useful life projections. Rockville has reported that vehicles are currently targeted to have a 15 year useful life, which is far beyond the normal vehicle age, even for systems with low annual operating hours. For the purposes of modeling alternative scenarios, we have defaulted to the industry standard useful life; any attempts to maintain vehicles beyond the stated useful life could significantly increase annual maintenance and repair costs over those shown in this analysis.
- **Vehicle maintenance and repair costs:** Includes the costs of parts, labor, and outsourcing needed to maintain the vehicles. Table 2 summarizes the annual maintenance and repair costs, assuming vehicles are operated for their industry standard useful life. As stated above, attempts to maintain vehicles beyond these lifespans may result in significant increases in maintenance and repair costs over and above those projected.
- **Vehicle fuel costs:** Represents the expected annual fuel cost of each vehicle type. This information was provided by the City for the current system, while projected changes to fuel costs are based on the different operating characteristics of the different vehicle types modeled in the alternative scenario analysis.
- **Cart capital costs:** Projected cost of acquiring new carts for City residents. The cost of carts is also shown in Table 2 below.
- **Crew labor costs:** Represents the annual salary of an average crew person. Table 3 summarizes the crew cost assumptions based on City of Rockville data.
- **Benefits rate:** Specified as a percentage over and above the base salary that goes towards health insurance, FICA, retirement, and other City-provided benefits. The benefits rate is shown in Table 3.

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**Table 2 Equipment Cost Assumptions<sup>1</sup>**

Equipment	Purchase Price	Useful Life (years) [3]	Annualized Capital Cost [4]	Annual Fuel Cost	Annual O&M Cost
Rear Loader	\$145,000 [1]	10	\$20,351	\$2,200 [1]	\$7,000 [1]
Automated Side Loader	\$195,000 [2]	7	\$32,095	\$2,500 [2]	\$20,000 [2]
Chipper truck	\$94,000 [1]	10	\$12,174	\$2,200 [1]	\$6,000 [1]
Retrofitted tippers	\$8,000 for 2 [2]	5	\$1,760	NA	NA
Carts	\$40 [2]	10	\$5	NA	\$1 [2]

[1] Based on current City data.

[2] Based on data from other private and municipal systems that utilize these items.

[3] Represents industry standard useful life

[4] For simplicity and consistency, annualized capital costs are based on financing the asset over the projected useful life at an interest rate of five percent.

**Table 3 Salary & Benefits Assumptions**

Vehicle	Position	Hourly Rate	Annual Salary	Benefits (%)	Annual Salary plus Benefits
Rearload [1]	Operator I	\$15.27	\$31,771	30%	\$41,302
	Operator II	\$18.12	\$37,684	30%	\$48,990
Sideload Automated [2]	Operator II	\$18.12	\$37,684	30%	\$48,990

[1] Provided by City in response to data request.

[2] It is assumed that the Sideload driver would be comparable to a rearload Equipment Operator II. In some cities, automated vehicle operators are compensated at a slightly higher rate than a rearload driver.

The following sections describe the results of each alternative scenario analysis.

## Scenario 1: Eliminate Backdoor Collection

In this scenario, City customers who currently receive backdoor collection will all be converted to curbside collection, except for those that are certified to receive a disabled or elderly exception<sup>1</sup>. Current alley collection customers will continue to receive alley collection. Collection technology, service frequency, and other collection services will remain unchanged.

<sup>1</sup> We have used an estimate of 2.5 percent of residential customers that may qualify for backdoor collection based on being able to document a certifiable physical disability. This percentage is consistent with other cities that provide ADA accommodations. This represents 340 customers. Rockville reported that 23 customers currently receive backdoor recycling collection, which would only be provided to disabled customers. We believe the actual number will be between 23 and 340 customers, and have used the higher number to be conservative in our operational modeling.

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The City currently operates nine refuse routes per day, on Monday, Tuesday, Thursday, and Friday, with each day a paid 10 hours. This is a common daily route configuration. Two-person refuse collection crews in rearload vehicles provide curbside, backdoor, and alley service throughout the City, and collect approximately 13,760 tons of material on an annual basis. Table 4 compares the productivity of the current system with that projected were the City to eliminate backdoor service (with the exception of certified disabled residents).

**Table 4 Scenario 1 Productivity Parameters**

System Parameter		Current System	Scenario 1
Customers (households)	Curbside	7,187	11,979
	Backdoor	5,132	340 [1]
	Alley	1,287	1,287
Refuse set-out rate	First day	88%	85%
	Second day	73%	70%
Refuse productive seconds per stop		29	23
Actual hours worked per day	Mon-Tue	7 hours	7.5 hours
	Thu-Fri	5.5 hours	6 hours

[1] Estimated at 2.5 percent of total customer base. See footnote 1 on page 4 for more information.

Notable changes highlighted in Table 4 include: conversion of roughly 5,000 backdoor customers to curbside (all alley customers continue to receive alley collection); a decrease in set-out rates in the curbside system because collectors no longer have to go to the back of every backdoor customer to find out if a set-out has occurred; an increase in collection productivity by eliminating backdoor service; and a slight increase in actual hours worked (i.e., slight increase in the definition of a day's "task"). We make the latter assumption to suggest that, in return for no longer having to collect from backdoors for 40 percent of the City's households, collectors should be asked to slightly increase the number of households they serve each day (i.e., the daily "task" should include a slightly increased number of households). Specifically, our modeling assumes that each route will grow by roughly 95 households.

Based on the changed parameters in Table 4, Table 5 summarizes the impact on the daily routes needed to provide collection service.



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Table 5 Scenario 1 Projected Operational Results

System Parameter		Current System	Scenario 1	Change
Refuse Routes per day		9	8	(1)
Rearload Vehicles	Active	9	8	(1)
	Spare	3	3	0
Refuse Equipment Operators/ Collectors		18	16	(2)

As shown in Table 5, the elimination of backdoor collection will reduce the required number of daily routes from 9 to 8. This will enable a reduction of one active rearload vehicle and two collection crew members<sup>2</sup>.

Table 6 summarizes the direct cost of the labor and equipment that will be eliminated in this scenario. Direct cost impacts are projected by multiplying the unit cost of a vehicle or employee by the number of impact vehicles or employees. Unit costs are taken from Tables 1 and 2.

Table 6 Projected Cost Savings of Scenario 1

Impacted Resources	Change in Resource Level	Line item	Direct Cost per Unit	Total Annual Cost (Savings) of Scenario 1
Refuse crew	(2)	Salary & benefits	\$45,146	(\$90,292)
Rearloaders	(1)	Annualized Capital	\$20,351	(\$20,351)
		O&M Cost	\$7,000	(\$7,000)
		Fuel Cost	\$2,200	(\$2,200)
Total				(\$119,843)

As shown, the total direct savings of eliminating the backdoor collection service is estimated to be \$119,843. Although not shown, it is important to note that there is a strong likelihood that the rate and severity of worker injury will decrease. Although it is not possible to pinpoint the specific injuries that would have been eliminated by eliminating backdoor collection, a review of reported injuries in FY04 through FY05 suggest that \$47,300 in injury costs could have been avoided. Due to the lack of comparable benchmarks from other cities that have eliminated backdoor collection (most cities eliminated this service long ago and no data are available), it is

<sup>2</sup> For the purpose of our direct cost analysis of solid waste collection operations, we assume that the costs of the crew and truck will "go away." It is recognized that these personnel may be re-assigned elsewhere in the City and that the associated labor costs will be shifted out of the solid waste collection function.

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not possible to further quantify the cost savings associated with reduced injuries and/or reduced health insurance premium payments. It is likely that additional financial benefits to the City will be attained.

## Scenario 2: Implement Fully-automated 2x/week Collection

This scenario will convert all current curbside and backdoor customers to a cart-based curbside collection system serviced by side-loading, automated collection trucks. Alley customers will continue to be served by current collection methods. Service frequency will remain twice per week.

Table 7 compares the productivity of the current system with a 2x/week fully-automated system. Note that alley customers would continue to be served by a rearload semi-automated truck.

**Table 7 Scenario 2 Productivity Parameters**

System Parameter		Current System	Scenario 2
Customers (households)	Curbside	7,187	11,979
	Backdoor	5,132	340 [1]
	Alley	1,287	1,287
Refuse set-out rate	First day	88%	85%
	Second day	73%	65%
Refuse productive Seconds per stop	Curbside	29	27
	Alley	18	18
Bulky waste set-out rate (out-of-cart set-outs)		NA	3.0%
Bulk Waste productive seconds per stop		NA	120
Actual hours worked per day	First day	7 hours	8 hours
	Second day	5.5 hours	6.5 hours

[1] Estimated at 2.5 percent of total customer base. See footnote 1 on page 4 for more information.

Note that Table 7 contains productivity parameters for bulk waste collection. Fully-automated collection requires residents to place all materials in a specially designed cart, usually 60 or 90 gallons. While this volume is sufficient to contain a week's worth of waste from most households, there are certain bulky items that do not fit in the cart and therefore cannot be collected by the fully-automated truck. Unless the City is willing to establish a fee system for out-of-cart set-outs, it is assumed in this scenario that an additional collection operation will be needed to handle the out-of-cart set-outs. Because the City has long experience with rearload vehicles, and because bulk waste (excepting white goods) is currently collected by the 2-person

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rearload refuse routes, we have modeled the bulk waste collection assuming a rearloader will be used.

Table 7 also highlights the following differences: slightly lower set-out rate due to the elimination of backdoor collection and also because cart-based systems tend to have slightly lower set-out rates; a reduction in the seconds per stop for refuse based on higher productivity of the automated system compared to the current system; and, an increase in the length of the work day premised on the automated truck doing most of the work as compared to the equipment operator in the current system.

Table 8 summarizes the impact on the daily routes needed to provide collection service.

**Table 8 Scenario 2 Projected Operational Results**

System Parameter		Current System	Alternative 2	Change
Refuse Routes per day	Rearload [1]	9	1	(8)
	Auto	0	7	7
Bulk Waste Routes per day	Rearload	0	1	1
Rearload Vehicles	Active	9	2	(7)
	Spare	3	1	(2)
Automated Sideload Vehicles	Active	0	7	7
	Spare	0	2	2
Cars		0	14,000	14,000
Equipment Operators/ Collectors	Rearload	18	4	(14)
	Auto	0	7	7

[1] Includes one alley route in both the current system and Scenario 2.

As shown, the City's collection system will change dramatically with the implementation of the fully-automated system. The rearload fleet will be reduced to one alley route and one bulk waste route per day, while seven daily fully-automated routes will be added. Fully-automated routes require only a single equipment operator, who will almost never have to exit the vehicle. Table 9 summarizes the cost impacts of the changes to the labor and equipment needed to operate this scenario.

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Table 9 Projected Cost Savings of Scenario 2

Impacted Resources	Change in Resource Level	Line item	Direct Cost per Unit	Total Annual Cost (Savings) of Scenario 2
Refuse crew	(14)	Salary & benefits	\$45,146	(\$632,044)
Automated Crew	7	Salary & benefits	\$48,990	\$342,930
Rearloaders	(9)	Annualized Capital	\$20,351	(\$183,156)
		O&M	\$7,000	(\$49,000)
		Fuel	\$2,200	(\$15,400)
Sideloaders	9	Annualized Capital	\$32,095	\$288,856
		O&M	\$20,000	\$140,000
		Fuel	\$2,500	\$17,500
Carts	14,000	Annualized capital	\$5	\$73,636
		Repair/ Replacement	\$1	\$14,000
Total				(\$2,679)

As shown, the total direct savings of converting to 2x/week fully-automated collection is insignificant at \$2,679. Labor cost savings of the one-person crew are offset by the increase in equipment purchase and O&M costs, as well as the cost of carts. Although not shown, it is important to note that there is a strong likelihood that the rate and severity of worker injury will decrease. Studies in other cities have shown that injury rates drop, as well as workers' compensation insurance premiums<sup>3</sup>. It is highly likely that additional cost savings will be realized by the City due to decreases in worker injury rates.

## Scenario 3: Implement Fully-automated 1x/week Collection

This scenario will be the same as the previous scenario, except collection frequency will be reduced to once per week. Fully-automated collection systems typically offer only 1x/week

<sup>3</sup> As cited in the SWANA MSW and Recyclables Collection Efficiency Workbook, Rochester, NY's worker's compensation costs dropped 52 percent after implementing a semi-automated system; Thornton, CO's injury costs dropped to zero the first year after implementation of an automated system after averaging over \$60,000 per year in the manual system, and workers' comp insurance premiums dropped more than 60 percent.

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collection, although there may be resistance in Rockville to going this direction. Ninety-gallon carts have been shown to be sufficient volume to contain a full week's worth of refuse for all but the largest households. In the few instances where a second cart is needed, it may be possible to pass on the cost of the second cart to the resident. However, it is assumed throughout our analysis that the cost of carts will be borne by the City and is included in the service rate.

Table 10 compares the productivity of the current system with that projected were the City change to fully-automated 1x/week collection (with the exception of certified disabled residents).

**Table 10 Scenario 3 Productivity Parameters**

System Parameter		Current System	Scenario 3
Customers (households)	Curbside	7,187	11,979
	Backdoor	5,132	340 [1]
	Alley	1,287	1,287
Refuse set-out rate	First day	88%	95%
	Second day	73%	NA
Refuse productive Seconds per stop	Curbside	29	27
	Alley	20	20
Bulky waste set-out rate (out-of-cart set-outs)		NA	3.0%
Bulk Waste productive seconds per stop		NA	120
Actual hours worked per day		7 hours	8 hours

[1] Estimated at 2.5 percent of total customer base. See footnote 1 on page 4 for more information.

Compared to Scenario 2, the projected set-out rates for this scenario are increased to reflect that residents receive only a single collection day. Based on these parameters, Table 11 summarizes the operational impacts of this scenario.

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Table11 Scenario 3 Projected Operational Results—Routes per Day

System Parameter		Current System	Scenario 3	Change
Refuse Routes per day	Rearload	9	1	(8)
	Auto	0	5	5
Bulk Waste Routes per day	Rearload	0	1	1
Rearload Vehicles	Active	9	2	(7)
	Spare	3	1	(2)
Automated Sideload Vehicles	Active	0	5	5
	Spare	0	2	2
Carts		0	14,000	14,000
Equipment Operators	Rearload	18	4	(14)
	Auto	0	5	5

Similar to the previous scenario, the City's collection system will change dramatically with a 1x/week fully-automated system. The rearload fleet will be largely replaced by a fully-automated fleet, carts will need to be acquired for all City residents, and labor needs will be reduced significantly. Table 12 summarizes the cost impacts of the changes to the labor and equipment needed to operate this scenario.

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**Table 12 Projected Cost Savings of Scenario 3**

Unit	Change		Amount	Total Annual Cost (Savings)
Rearload Crew	(14)	Salary & benefits	\$45,146	(\$632,044)
Sideload Crew	5	Salary & benefits	\$48,990	\$244,950
Rearloaders	(9)	Annualized Capital	\$20,351	(\$183,156)
		O&M	\$7,000	(\$49,000)
		Fuel	\$2,200	(\$15,400)
Sideloaders	7	Annualized Capital	\$32,095	\$224,666
		O&M	\$20,000	\$100,000
		Fuel	\$2,500	\$12,500
Carts	14,000	Annualized capital	\$5	\$76,636
		Repair/ Replacement	\$1	\$14,000
Total				(\$209,849)

As shown, the total direct savings of converting to a 1x/week fully-automated collection service is estimated to be \$209,849. Labor cost savings of the one-person crew fully automated vehicles are offset by the increase in equipment purchase and O&M costs, as well as the cost of carts. Although not shown, it is important to note that there is a strong likelihood that the rate and severity of worker injury will decrease. Although it is not possible to pinpoint the specific injuries that would have been eliminated by converting to a cart-based collection, a review of reported injuries in FY04 through FY05 suggest that \$22,700 in injury costs could have been avoided<sup>4</sup>. Studies in other cities have shown that injury rates drop, as well as workers' compensation insurance premiums<sup>5</sup>. It is highly likely that additional cost savings will be realized by the City due to decreases in worker injury rates.

<sup>4</sup> Includes all bending and lifting-related injuries, needle sticks, and other cuts/abrasions from sharp material poking through a bag.

<sup>5</sup> As cited in the SWANA MSW and Recyclables Collection Efficiency Workbook, Rochester, NY's worker's compensation costs dropped 52 percent after implementing a semi-automated system; Thornton, CO's injury costs dropped to zero the first year after implementation of an automated system after averaging over \$60,000 per year in the manual system, and workers' comp insurance premiums dropped more than 60 percent. As part of the local benchmarking survey conducted in this project, Ocean City, MD reported a 25 percent decrease in the number of

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## Scenario 4: Implement Semi-automated 1x/week Collection

This scenario will evaluate the provision of carts to all customers for curbside semi-automated collection. The semi-automated scenario includes distribution of carts to all households, as well as retrofitting the City's existing refuse vehicles with cart tipper. Crews will continue to be 2-person for the semi-automated system.

Table 13 compares the productivity of the current system with that projected were the City to convert to a 1x/week semi-automated collection system for refuse.

Table 13 Scenario 4 Productivity Parameters

System Parameter		Current System	Scenario 4
Customers (households)	Curbside	7,187	11,979
	Backdoor	5,132	340 [1]
	Alley	1,287	1,287
Refuse set-out rate	First day	88%	95%
	Second day	73%	NA
Refuse productive Seconds per stop		29	29
Actual hours worked per day	First day	7 hours	7.5 hours
	Second day	5.5 hours	6 hours

[1] Estimated at 2.5 percent of total customer base. See footnote 1 on page 4 for more information.

Because the semi-automated system relies on rearloaders retrofitted with tippers, there is no need to provide a separate bulk waste system, as bulk waste will continue to be collected on the rearload refuse routes in addition to waste contained in carts. Note that the productivity per stop with the semi-automated system is modeled to be equal to the current backdoor system. Although the seconds per stop will decrease for the fraction of customers who will be converted from backdoor to curbside service, this reduction is modeled to be completely offset by the increase in time it will take to service each and every curbside customer with the semi-automated carts. Specifically, collectors will need to retrieve the cart from the curb, tip the cart, and return the cart to the curb. This process is generally slower than manual collection.

Based on these parameters, Table 14 summarizes the impact on the daily routes needed to provide collection service.

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injuries sustained and a 10 percent decrease in lost days attributable to injury after converting to a cart-based collection system.



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**Table 14 Scenario 4 Projected Operational Results**

System Parameter		Current System	Scenario 4	Change
Refuse Routes per day	Rearload	9	6	(3)
Rearload Vehicles	Active	9	6	(3)
	Spare	3	2	(1)
Carts		0	14,000	14,000
Refuse Equipment Operators/ Collectors		18	12	(6)

As shown in Table 14, switching to weekly semi-automated collection will eliminate 3 routes per day, which in turn reduces the number of trucks and crew needed to provide collection. This cost reduction is offset somewhat by the cost of carts and the cost of tippers. Table 15 summarizes the cost of the labor and equipment that will be eliminated in this scenario.

**Table 15 Projected Cost Savings of Scenario 4**

Unit	Change		Amount	Total Annual Cost (Savings)
Refuse crew	(6)	salary & benefits	\$45,146	(\$270,876)
Rearloaders	(4)	Annualized Capital	\$20,351	(\$81,403)
		O&M	\$7,000	(\$21,000)
		Fuel	\$2,200	(\$6,600)
Rearload cart tippers	8	Annualized capital	\$1,760	\$14,078
Carts	14,000	Annualized capital	5	\$73,636
		Repair/ Replacement	1	\$14,000
Total				(\$278,165)

As shown, the total direct savings of weekly semi-automated collection is estimated to be \$278,165. As with scenarios 2 and 3, it is likely that the rate and severity of worker injury will decrease, although not as much as the fully-automated system.

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## Scenario 5: Eliminate Chipper Truck

This scenario considers elimination of the chipper truck on regular yard waste routes, and instead assumes all grass and brush collection will be performed by 2-person crew rearloaders (one during off-peak season, two during peak yard waste season). Mixed grass and brush will be delivered to the Montgomery County Compost Facility. It is assumed that the chipper truck cost will go to zero for solid waste collection (although in practice the chipper truck will be retained by the City for use in storm debris clean-up and other non-sanitation functions).

The City currently operates either one (off season) or two (peak season) rearload yard waste routes per day, plus one chipper truck. The rearloaders and chipper truck traverse identical routes, with the rearloader collecting bagged and contained yard waste, and the chipper truck collecting loose and bundled brush. These vehicles often leapfrog each other on the route. The rearloaders historically have tipped at the Montgomery County Compost Facility at a cost of \$29/ton, and the chipper truck has delivered wood chips for free to a local facility. The annual quantity delivered to the compost facility is roughly 1,800 tons, while the annual quantity of chipped brush is estimated to be 620 tons.

Montgomery County has confirmed that mixed loads of grass and brush are acceptable for delivery to the County's composting facility. This scenario evaluates the productivity and cost savings associated with eliminating the chipper truck and providing all yard waste collection service with the rearloaders. Table 16 compares the productivity of the current system with that projected were the City to eliminate the chipper truck.

Table 16 Scenario 5 Productivity Parameters

System Parameter		Current System	Scenario 5
Customers (households)		13,606	13,606
Yard waste set-out rate	Contained	18%	NA
	Brush	8%	NA
	Combined	NA	22%
Yard waste productive seconds per stop	Contained	52	NA
	Brush	75	NA
	Combined	NA	52
Actual hours worked per day		8	8

As shown in the table above, converting to rearload collection increases collection productivity, although the rearloader will be collecting from more households than the current system. Based on these parameters, Table 17 summarizes the impact on the daily routes needed to provide collection service.

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**Table 17 Scenario 5 Projected Operational Results**

System Parameter		Current System	Scenario 5	Change
Yard Waste Routes per day	Rearload (peak season)	2	2	0
	Rearload (off season)	1	1	0
	Chipper Truck	1	0	(1)
Vehicles	Rearload	2	2	0
	Chipper	1	0	(1)
Yard Waste Equipment	Peak Season	6	4	(2)
Operators/ Collectors	Off Season	4	2	(2)
Yard Waste disposed at County Compost Facility (tons)		1,800	2,420	620

As shown in Table 17, the elimination of the chipper route will allow the City to save the cost of operating the chipper truck and crew, while still covering the existing service area. Table 18 summarizes the cost of the labor and equipment that will be eliminated in this scenario.

**Table 18 Projected Cost Savings of Scenario 5**

Unit	Change		Amount	Total Annual Cost (Savings)
Yard waste crew	(2)	Salary & benefits	\$45,146	(\$90,292)
Chipper truck	(1)	Annualized Capital	\$12,174	(\$12,174)
		O&M Cost	\$6,000	(\$6,000)
		Fuel Cost	\$2,200	(\$2,200)
Disposed Yard Waste	620 tons	Tip fee	\$29	\$17,980
Total				(\$92,686)

As shown, the total direct savings of eliminating the chipper truck is estimated to be \$92,686. This recommendation has already been implemented by the City.

## CONCLUSION

We offer the following comments on the potential for cost savings that could be achieved by the City if any of these scenarios were to be implemented.

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**Eliminating Backdoor Collection:** Our analysis shows that the elimination of backdoor collection will provide direct cost savings to the City. In addition to the direct cost savings that would be achieved by reducing a route, it is likely that injury rates and lost work time would be reduced as well. Additionally, Rockville is one of only a handful of cities in the United States that continues to provide backdoor service at a single service fee charged to all residents. Most municipalities that provide backdoor collection—which is a premium service—also charge a premium rate. If the City continues to offer this service, it is recommended that the rate structure be evaluated and that differential rates for backdoor and curbside service be strongly considered. Based on time-and-motion studies conducted by R. W. Beck, the true rate for a backdoor customer would be expected to be 40 to 80 percent higher than the curbside rate.

**Automated Collection:** Given the lack of productivity of the current backdoor system, even the 2x/week automated system would appear to yield a cost savings. However, the level of cost savings is relatively minor given the extensive changes to the collection operation as well as customer behaviors. If the City opts to implement fully-automated, the clearest advantage would be achieved by going to a 1x/week frequency of service. It is of interest to note that a weekly semi-automated system provides comparable cost savings to the 1x/week fully-automated system.

We note that bulk waste collection in Rockville has been modeled to be provided as part of the basic service, with no additional fees. In many cities that have implemented automated collection, additional fees are charged for large set-outs. This reflects a “pay-as-you-throw” mentality, which charges more to customers who generate more bulky items, while keeping base rates lower for all customers who use just the regular weekly collection service. While specific fee structures vary widely, common approaches include charging by the number and type of bulk item (e.g., \$15 to \$50 per item), by the cubic yardage of all bulk items (e.g., \$5 per cubic yard), or by the fraction of a truckload with a minimum charge (e.g., \$50 per quarter truckload or a \$35 minimum for loads smaller than a quarter truckload)<sup>6</sup>. Given that Rockville has recently converted to a call-in system for handling bulky wastes and therefore can collect data about the number of pick-ups, it will be possible over time to track the total costs and quantities collected for the purpose of developing an equitable rate structure.

**Eliminate Chipper Truck:** Based on our productivity analysis, this change has already been implemented by the City.

It was beyond the scope of this study to assess the City’s solid waste rates, and to determine if current rates are sufficient to cover direct and allocated indirect costs for providing solid waste collection and disposal. However, we nonetheless note that the implementation of any of these cost savings will only slow the rate of increase in solid waste collection costs, and therefore, it is unlikely that such cost savings will translate to lower rates.

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<sup>6</sup> Charges based on the fraction of a truckload are more common when bulk waste is collected via grapple truck. It is unlikely that Rockville would consider this type of fee structure given that a rearloader will be used for bulk item collection.

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## Additional Comments about Fully- and Semi-Automated Collection

We wish to note these other intangible benefits of automated systems that are difficult or impossible to quantify. These include:

**Beneficial to City workforce:** Automated systems have been shown to reduce worker injury, absentee rates, and worker's compensation claims, and to increase employee morale. For municipal entities, where worker's compensation insurance is covered under one policy for all municipal employees, it can be difficult to estimate the net savings attributable to reduced on-the-job injury and insurance claims. To the extent such savings can be quantified, it should be considered in this analysis. However, studies have shown that automated collection improves safety and reduces injury rates.

**Enables future service delivery improvements:** If the City were to switch to an automated system now, it would open the door to future collection efficiency improvements, including:

- Implementation of automated yard waste collection by distributing another cart;
- Implementation of automated single stream recycling collection (subject to the availability of a processing facility that can accept single stream material); and
- Establishment of a fee schedule for oversize bulk waste set-outs that require special service. Such a system better aligns the rates residents pay for solid waste with the level of service they receive. Under this type of system, there would be a fixed rate for refuse service. The fixed rate could include refuse service, plus one collection of bulk waste set-out per quarter without increasing the rate. However, residences that generated more than one bulk waste collection per quarter would pay an additional fee for each successive set-out. In this way, residents who generate little or no bulk waste set-outs would only be charged the fixed monthly rate, while residents who generated more bulk waste would be charged accordingly.

**Aesthetics and cleanliness:** By providing standard carts for use by residents for refuse set-outs, automated collection systems are widely believed to provide better street and neighborhood aesthetics compared to collection systems where residents can set out waste in any format they desire. Additionally, carts are designed to prevent entry by vectors such as rodents, raccoons, and birds, and also prevent windblown litter by enclosing all waste with hinged lids (assuming the carts are of good quality).

**Reduced personnel management and route supervision demands:** Automated systems reduce the number of collection staff needed. The reduced personnel requirements reduce the demands placed on route supervisors and collection management.

Conversely, automated vehicles introduce higher maintenance, repair, and operating costs to the fleet maintenance division. Automated collection vehicles should only be procured with close coordination between the solid waste and vehicle maintenance division.

The items above are intended to highlight some of the intangible benefits (as well as challenges) that have been cited by other municipalities that have implemented such collection systems. Rockville departmental managers, City management, and elected officials ultimately need to

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weigh all of these factors in determining the best course of action for the City's residents, employees, and themselves.

Appendix B

**SURVEY COVER LETTER AND SURVEY  
INSTRUMENT**

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City of Rockville  
111 Maryland Avenue  
Rockville, Maryland  
20850-2364  
www.rockvillemd.gov

Public Works  
240-314-8500  
TTY 240-314-8137  
FAX 240-314-8539

Public Works Operations  
240-314-8570  
FAX 240-314-8589

Motor Vehicle Maintenance  
240-314-8485  
FAX 240-314-8499

Water Treatment Plant  
240-314-8555  
FAX 240-314-8564

MAYOR  
Larry Giammo

COUNCIL  
Robert E. Dorsey  
John F. Hall, Jr.  
Susan R. Hoffmann  
Anne M. Robbins

CITY MANAGER  
Scott Ullery

CITY CLERK  
Claire F. Funkhouser

CITY ATTORNEY  
Paul T. Glasgow

January 14, 2005

Dear Rockville Resident:

The City of Rockville provides refuse, recycling, yard trimmings, and bulky waste collection to all of the City's single family residential customers. This service has been rated among the City's most popular year after year in independent surveys conducted on behalf of the City.

The City currently charges \$27.75 per household per month to provide this service. This rate has increased approximately 7% for each of the past four years, and is slated to increase by a similar amount in the future. While Rockville prides itself on providing the best service to its residents, it is not possible to sustain the current system with moderate future rate increases.

Because of this situation, the City recently hired a national solid waste management consulting firm to perform a full evaluation of the City's solid waste collection system. This evaluation identified that:

- 1) Rockville provides a very high level of collection services to its residents, more than almost any other city in the nation. Rockville employs manual collection crews to provide this service.
- 2) While backdoor service is provided by some cities, Rockville is among a very small minority that offers backdoor refuse collection for the same monthly rate as curbside refuse collection. This means that customers who set out their garbage at the curb are subsidizing the cost of customers who set out their garbage at their backdoor.
- 3) Some cities have successfully implemented automated collection programs. These programs improve street aesthetics, increase worker safety, and enhance productivity. Rockville is a good candidate for such a collection system.

The City's consultant, R. W. Beck, Inc., has identified several potential system changes that will help the City continue providing excellent—and equitable—customer service while achieving financial stability. On the back of this letter, you will find a short survey about these potential system changes. Please take a moment to let us know your opinions about these potential changes. Your feedback is very important to the City.

If you ever have any questions about the City's solid waste and recycling collection program, you may call customer service at (240) 314-8500. Thank you again for providing feedback on this important issue.

Sincerely,

Scott Ullery  
City Manager

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## City of Rockville Solid Waste Collection Survey

The City of Rockville requests that you complete and return the following survey. Your responses will help us better understand how to improve the City-provided refuse service while maintaining a financially sound operation. Please return this survey in the enclosed return envelope no later than December 29, 2004. You may contact the City at (240) 314-8500 if you have comments or questions. Thank you in advance for taking the time to complete this survey.

1. Do you have an alley behind your house where you set out refuse and recycling? ☐ Yes ☐ No
2. Where do you normally set out your refuse? ☐ Backdoor ☐ Side door/carport ☐ Curb (street)
3. Rockville currently charges the same rate for residents who have backdoor refuse service as it does for those who have curbside refuse service. This rate structure has been identified to be unequal, because curbside customers subsidize backdoor customers. The following questions will help us determine how best to address this problem:

	Strongly Agree	Agree	Neutral/ Don't Know	Disagree	Strongly Disagree
a. I think backdoor customers[1] should have to pay a higher rate compared to curbside customers because it costs more to provide backdoor service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I would switch to curbside service if the City were to start charging a higher rate for backdoor service[1].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I support the elimination of the backdoor service[1] entirely if it will help curtail future increases to the rate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[1] Note that any changes to the backdoor service will exclude certified, physically disabled customers, who will continue to be offered the service for no additional charge.

Additional comments about backdoor collection: \_\_\_\_\_

4. Automated collection has been implemented by many cities across the nation. The City of Rockville is a good candidate to implement automated collection. To do so will require that all residents are given a special wheeled cart in which to place their garbage. This cart will be large enough to contain a full week's worth of garbage for a family of five. The following questions will help us determine how best to proceed with this issue in Rockville.

	Strongly Agree	Agree	Neutral/ Don't Know	Disagree	Strongly Disagree
a. I would support switching to an automated collection system and receiving the special cart if it will save the City or me money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I would support only receiving one weekly refuse collection day (instead of two) if I had a specially designed cart that could hold a week's worth of garbage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I support the City in making changes to the collection system if it will keep my rates from increasing as quickly in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments about automated collection: \_\_\_\_\_

Your response to this survey is anonymous, but please note that we are tracking responses by neighborhood to help identify trends. Please return the completed survey in the envelope provided. **Thank you for participating!**

<regbomdoc>

Appendix C

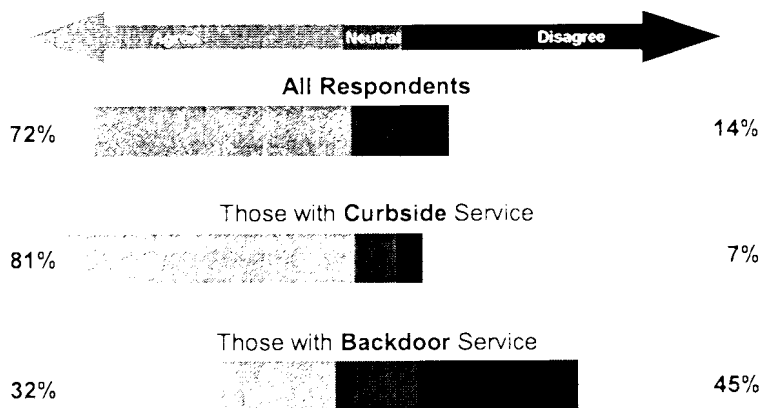
**GRAPHICAL AND TABULAR RESULTS**

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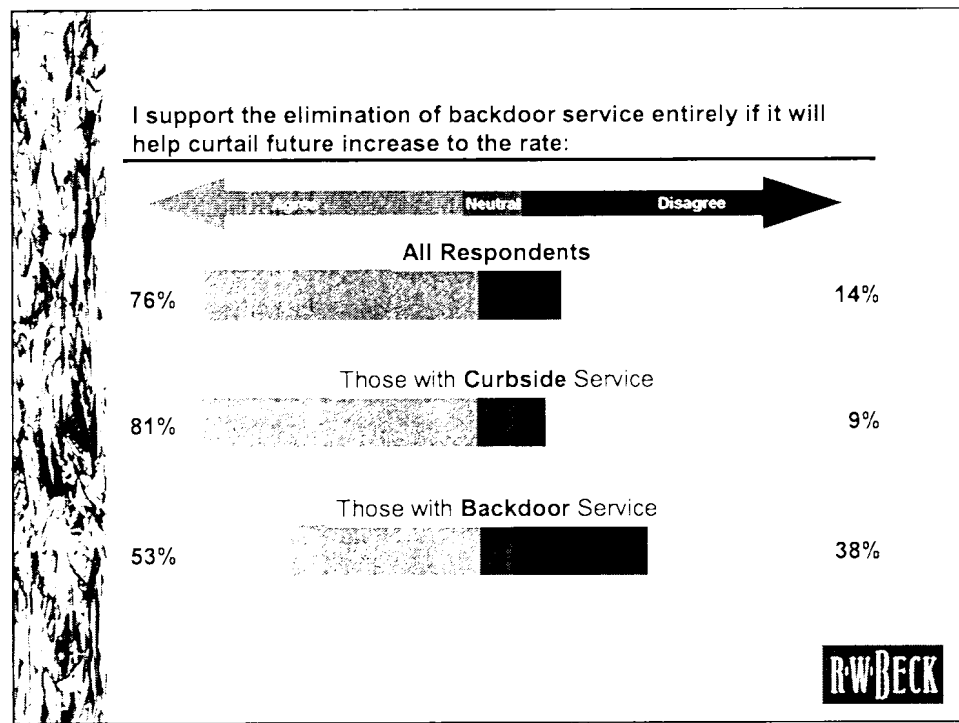
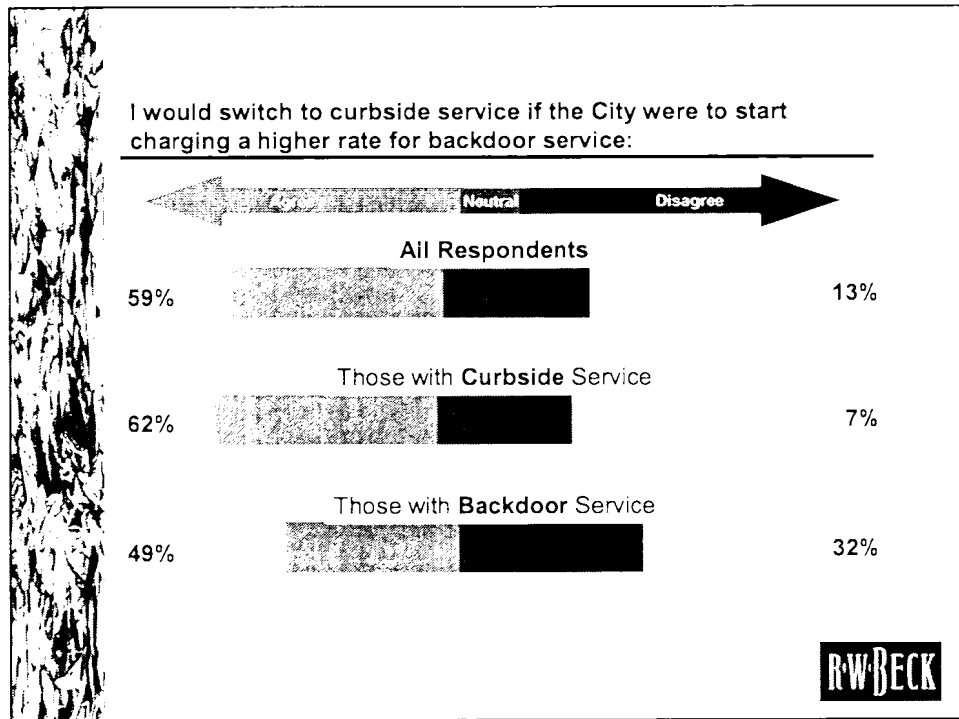
## Survey Results Backdoor Collection

RWBEEK

I think backdoor customers should have to pay a higher rate compared to curbside customers because it costs more to provide backdoor service:



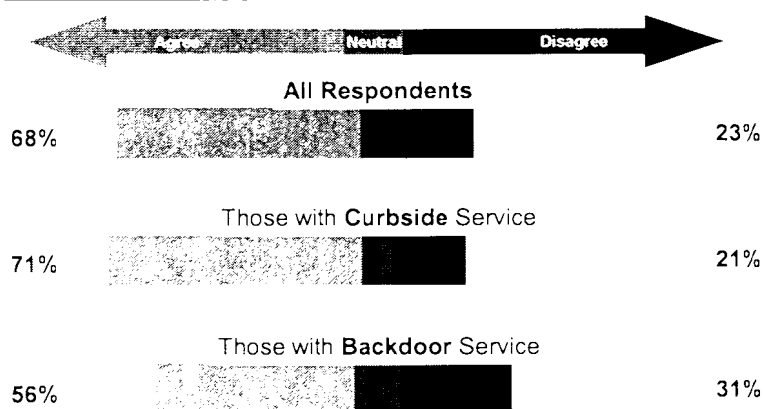
RWBEEK



## Survey Results Cart-based Collection

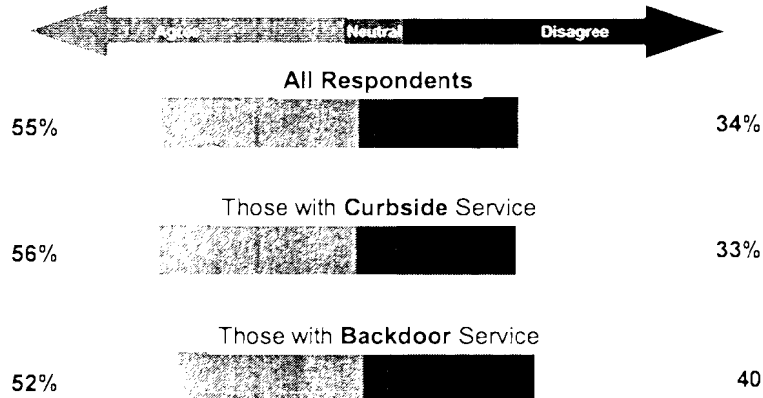
R-W BECK

I would support switching to an automated collection system and receiving the special cart if it will save the City or me money:



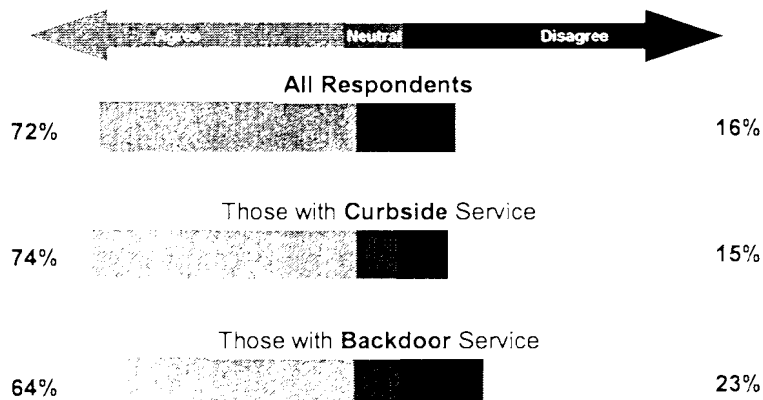
R-W BECK

I would support only receiving one weekly collection day (instead of two) if I had a specially designed cart that could hold a week's worth of garbage:



R-W BECK

I support the City in making changes to the collection system if it will keep my rates from increasing as quickly in the future:



R-W BECK

City of Rockville  
Solid Waste Collection Survey Results

Total Respondents	1000	
Backdoor Respondents	28	3%
Side door Respondents	139	14%
Curbside Respondents	810	81%
Unspecified	23	2%

1. Do you have an alley behind your house where you set out refuse and recycling?

No	Yes
97.76%	2.24%

2. Where do you normally set out your refuse?

Backdoor	Side door	Curb
2.87%	14.23%	82.91%

3a. I think backdoor customers[1] should have to pay a higher rate compared to curbside customers because it costs more to provide backdoor service.

	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
A Respondents	45.99%	26.49%	13.24%	7.92%	6.36%
Backdoor Side Door Customers	12.10%	18.47%	22.93%	22.93%	23.57%
Curbside Customers	52.55%	28.33%	11.54%	4.49%	2.89%

3b. I would switch to curbside service if the City were to start charging a higher rate for backdoor service[1].

	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
A Respondents	37.52%	21.03%	27.99%	6.35%	7.11%
Backdoor Side Door Customers	22.73%	25.97%	18.18%	14.94%	18.18%
Curbside Customers	42.42%	19.26%	31.35%	3.89%	3.28%

3c. I support the elimination of the backdoor service[1] entirely if it will help contain future increases to the rate.

	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
A Respondents	50.37%	25.50%	10.31%	7.23%	6.59%
Backdoor Side Door Customers	21.29%	30.97%	10.32%	14.84%	22.58%
Curbside Customers	56.53%	24.15%	10.44%	5.87%	3.00%

4a. I would support switching to an automated collection system and receiving the special cart if it will save the City or me money.

	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
A Respondents	40.54%	27.92%	9.31%	8.69%	13.55%
Backdoor Side Door Customers	23.42%	31.65%	12.86%	14.58%	17.72%
Curbside Customers	44.54%	26.78%	8.63%	7.49%	12.56%

4b. I would support only receiving one weekly refuse collection day (instead of two) if I had a specially designed cart that could hold a week's worth of garbage.

	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
A Respondents	31.32%	24.86%	9.57%	15.30%	19.15%
Backdoor Side Door Customers	20.89%	31.01%	8.23%	16.46%	23.42%
Curbside Customers	33.38%	23.27%	9.97%	15.09%	18.29%

4c. I support the City in making changes to the collection system if it will keep my rates from increasing as quickly in the future.

	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
A Respondents	39.83%	33.37%	11.05%	7.72%	8.03%
Backdoor Side Door Customers	25.00%	38.75%	12.50%	13.75%	10.00%
Curbside Customers	43.05%	32.39%	10.80%	6.43%	7.33%

Distribution of Total Households, Surveyed Households, and Respondents

Neighborhood	Customers	Surveyed	Respondents	Customers	Surveyed	Respondents
Burgundy Estates	140	26	16	1.2%	1.2%	1.6%
Burgundy Knolls	121	24	9	1.0%	1.1%	0.9%
Cambridge Cluster	17	3	1	0.1%	0.1%	0.1%
Cambridge Heights	38	8	1	0.3%	0.4%	0.1%
Carter Hill	90	17	9	0.8%	0.8%	0.9%
Chadsberry	47	8	1	0.4%	0.4%	0.1%
Charles Walk	20	4	2	0.2%	0.2%	0.2%
College Gardens	342	66	50	2.9%	3.0%	5.0%
Courthouse Walk	54	10	4	0.5%	0.5%	0.4%
East Rockville	889	163	52	7.4%	7.4%	5.2%
Falls Ridge	177	33	16	1.5%	1.5%	1.6%
Fallsbend	55	11	6	0.5%	0.5%	0.6%
Falls Grove	202	39	13	1.7%	1.8%	1.3%
Fallsmead	291	57	34	2.4%	2.6%	3.4%
Fallswood	61	12	9	0.5%	0.5%	0.9%
Flint Ledge	64	12	7	0.5%	0.5%	0.7%
Glen Hills Club	15	3	2	0.1%	0.1%	0.2%
Glenora Hills	83	16	8	0.7%	0.7%	0.8%
Great Pine	21	4	2	0.2%	0.2%	0.2%
Griffin Oaks	20	4	1	0.2%	0.2%	0.1%
Heritage Park	5	0	0	0.0%	0.0%	0.0%
Horizon Hill	417	80	49	3.5%	3.6%	4.9%
Hungerford	625	119	56	5.2%	5.4%	5.6%
Jefferson Place	17	3	2	0.1%	0.1%	0.2%
Lincoln Park	210	39	9	1.8%	1.8%	0.9%
Lynfield	65	12	5	0.5%	0.5%	0.5%
Markwood	35	6	3	0.3%	0.3%	0.3%
Montrose	219	41	24	1.8%	1.9%	2.4%
New Mark Commons	384	73	42	3.2%	3.3%	4.2%
North Farm	262	51	30	2.2%	2.3%	3.0%
Orchard Ridge	74	14	6	0.6%	0.6%	0.6%
Plymouth Woods	1	0	0	0.0%	0.0%	0.0%
Potomac Springs	105	20	8	0.9%	0.9%	0.8%
Potomac Woods	415	80	45	3.5%	3.6%	4.5%
Redgate Farms	45	9	5	0.4%	0.4%	0.5%
Rock Falls	4	0	0	0.0%	0.0%	0.0%
Rockcrest Courts	35	7	3	0.3%	0.3%	0.3%
Rockshire	768	147	70	6.4%	6.7%	7.0%
Rose Hill	124	24	13	1.0%	1.1%	1.3%
Rose Hill Falls	219	43	16	1.8%	2.0%	1.6%
Saddlebrook	80	16	6	0.7%	0.7%	0.6%
Silver Rock	380	72	22	3.2%	3.3%	2.2%
Twinbrook	2879	547	232	24.1%	24.9%	23.2%
Twinbrook Forest	33	6	3	0.3%	0.3%	0.3%
Waddington Park	40	7	1	0.3%	0.3%	0.1%
Watts Branch Meadows	72	14	9	0.6%	0.6%	0.9%
West End	1061	167	75	8.9%	7.6%	7.5%
Woodley Gardens	290	44	11	2.4%	2.0%	1.1%
Woodley Gardens West End	223	35	10	1.9%	1.6%	1.0%
Wootton Oaks	23	4	1	0.2%	0.2%	0.1%
No neighborhood	110	0	1	0.9%	0.0%	0.1%
Total	11967	2200	1000	100.0%	100.0%	100.0%



## Appendix D

### WRITTEN COMMENTS TO CUSTOMER SURVEY

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## Appendix D - Written Comments to Customer Survey

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
	I would like to know what percentage of customers in Rockville receive backdoor service. I have been of city resident for 7 years and had never heard of it	Since I moved to the city 7 years ago, trash collection services have been diminished, with the elimination of holiday pickups. I do not want to see a further reduction in service. Where is the money going?
Burgundy Estates		We prefer a system that will still make special collections: appliances; oil; paint; etc.
Burgundy Estates	Some elderly customer needs this service. No Higher Rate	It's a good idea
Burgundy estates	I think senior citizens, who want the service, certainly have earned it.	
Burgundy Estates	I have never received back door service, even on days I leave it at the curb, it doesn't always get picked up.	If people recycle probab y they will only need pick up once a week!
Burgundy Estates		I don't use leaf collection so I subsidize those who do. I think this service should have separate fee.
Burgundy Estates	Many residents are lackadaisical in removing garbage cans & bins from the street. This looks trashy!	We wouldn't be in the red if you had charged King Farm residents their share!
Burgundy Estates	What about seniors? How to keep track of all? Am quite certain the city will find a person to increase costs regardless of decisions.	What if bin capacity is exceeded?
Burgundy Estates		I have a handicap and an a widow & live alone so I needs back door collection.
Burgundy Estates	I'm 87 yr old, I've been disabled for 40 years, senior service should be considered	
Burgundy Knolls		Afraid once a week collection would make garbage smelly in the summer times.
Burgundy Knolls		We need two collections a week.
Burgundy Knolls		I will like to know what dates will be for my address.
Burgundy Knolls	Wasn't backdoor service in the contract?	
Burgundy Knolls	Can Rockville and residents subsidize backdoor pick up for elderly/disabled peoples unable to put trash to the curb?	
Burgundy Knolls	They used to do backdoor service, but they have not for a long time for me.	I like the 2 days a week.
Burgundy Knolls	I'm 89 years old with arthritis	
Carter Hill	People who get such luxurious service should pay extra for it, as it is totally unnecessary.	
Carter Hill	Backdoor service will greatly to improve appearance of our streets. I'd like it to be extended to recycling program as well	
Carter Hill	Automated would be bad for us--A wheeled cart would not go up and down steps, we are women living alone!!	NO
Carter Hill	Our town houses once had one curbside area for garbage pickup and it was always very messy and dirty. It's better with side door pickup	I live a townhouse, and I have no place to put a wheeled cart large enough for a week's worth of garbage-



<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Chadsberry	Backdoor service is cheaper because personnel .Need not leave truck area at all. In my area, long trucks are mandatory.	This survey has too many combinational misleading questions that cannot be truthfully answered by respondents.
Charles Walk	Charge them more, if they need the service for whatever reason, they should pay for it.	
College Gardens	How much more are we talking about for back door service per unit?	Depends on what the changes are. It always comes down to money doesn't it! What do I pay one of the highest tax rates for?
College Gardens		Will the weekly full cart be easy to manage? Will the recycling papers and bottles etc. change?
College Gardens	Use of alleys keeps trucks off of thru-traffic streets.	Only would support if still includes yard waste, bulk waste, recycling
College Gardens	There should be an exception to a - c. above for elderly or handicapped resident	We like 2x/week collection. We support automated collection if it is 2 times/week
College Gardens	I will continue to put my trash curbside as long as I am able. I don't feel strongly about changing the current arrangement because I believe that those that need help elderly, temporarily ill, etc.) should get it.	The cost is not significant to us. We acknowledge that it might be significant to others and defer their wishes. However, storing garbage for a week in the summer heat doesn't seem especially tantalizing.
College Gardens	Why are we doing this? I never knew it was an option. Is this an old timer perk?	I like that the city runs the collection and employs people. I don't want it to go to a "big company" and get rid of the jobs.
College Gardens		Maybe one needs 2 carts.
College Gardens		Good idea
College Gardens		How would yard clippings be handled? Would they be picked up by the city as currently done?
College Gardens	I have cancer which makes taking the trash to curbside quite cumbersome for me.	A general decrease in overall service.
College Gardens	What process will be used to certify a household to be disabled? Would age alone satisfy?	I seriously question the merit of an automatic loading system for household waste
College Gardens	Please, we all try to keep our city clean, nice and attractive! Curb refuse is what we want to avoid!	We need collectors who see that the stuff ends up in their trucks and not all around on the streets.
College Gardens		I assume that nasty notes from the picky garbage men would be eliminated by automation
College Gardens		You are doing a great job!
College Gardens		FEES TOO HIGH
College Gardens		Curbside collection is good
College Gardens	Continue backdoor for businesses, especially groceries, restaurants, etc. Don't want streets to look like NYC. Should discontinue for residences.	
College Gardens		I don't think the city should be in the business of collecting garbage.
College Gardens	Many neighborhoods are messy enough without more garbage at the curb.	The trucks are noisy the containers unsightly.
College Gardens	what is the cost factor between back door and road side collection?	The only concern i have is getting the cost to the curb or after a heavy snow fall. Any alternatives to this?
College Gardens		Thank you!
College Gardens	I didn't know this was currently available.	

*Monday, January 31, 2005*

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<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
College Gardens		I would support switching to automated collection only if the city re-trained the people who will lose their jobs to do other work so they remain employable.
College Gardens		What guarantee will I have that the city will not increase my refuse charges for a given number of years?
College Gardens	If backdoor collection and curbside service results in yearly moderate rate increases, suggest contracting out the service	Should have provided numbers on the reports. Publicize the results, and make reports available to the public for review.
College Gardens		I support the city in making changes, but lately our collection service has drastically gone down hill. Our collectors pick through the trash (even opening bags) to make sure everything is perfect. If they find one questionable item they refuse to take all the trash. Mostly they have been examining the neighborhood trash for dog waste. They expect people to bring the waste in for disposable in the sewer system. It's hard to imagine bringing in the waste left on my yard from other dogs. It is also hard to imagine why waste wrapped in a plastic bag and put in with household waste poses such a contamination threat! In our neighborhood most families believe the goal of the trash collectors is to leave the trash behind. I cannot support any changes to the collection system that encourages collectors to leave the trash. Rockville used to have great trash service, it no longer does!
College Gardens	I will gladly pay for backdoor service. I would have to get help for curb service	Support regardless of costs. It's a good system experienced in Florida Second Dumpster needed for lawn and garden refuse.
College Gardens	This service is needed for elderly and disabled neighbors!	
College Gardens	We should all get the same service since we all pay the same, this is basic fairness.	
College Gardens	Where does recycling fit in the picture if it becomes mandatory with curbside service?	If it places any restrictions on car parking it won't work. Cars have parked under No Parking Sign almost daily for 30 years.
College Gardens	Curb, only because the collectors usually wouldn't go to back door/yard (no dog). They got into the habit of skipping my property until I placed the trash curbside.	It's only a matter of time before it arrives.
College Gardens	Interesting that backdoor service is offered, but not carport/side door	I don't want automated collection really is and therefore can it speak to my level of support. I would hope that any special container would have a lid to avoid odor and animals going through the garbage.
Courthouse Walk	It's an antiquated practice that should be stopped except by the disabled as soon as possible. It's time city of Rockville got with the 21st century!!	
East Rockville	What % of Rockville residents require backdoor pick-up?	I am strongly against once per week pickup as more weight for refuse employees to pick up = higher labor costs
East Rockville	Most alleys will not accommodate a trash truck, making labor more difficult and costly!	
East Rockville	I believe customers should pay for added convenience.	It is not clear what automated means. I assume this means the trucks have a device to tip my cart. How does this affect recycling and special items.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
East Rockville	My answers might change if I knew the amount of the subsidy. I don't mind a modest subsidy	
East Rockville	We make very little garbage and I would wait 'till trash can was full/heavy/stinky before running it to curb. I would opt to once weekly pick up and keep back door!	the can would be real full before I roll it to the curb.
East Rockville	This is extremely important	I lived in Springfield, Va for several years and appreciated the benefits of auto collection
East Rockville	Backdoor service should pay for itself!	I live on a hill. A cart wouldn't work for me!
East Rockville	I think for senior citizens this service should continue and perhaps be an option that they can choose to pay for.	A week's worth of garbage will attract vermin, and will smell bad.
East Rockville	I did not know that the city offered this service, but I am happy to bring trash to the curb.	I like the current twice a week collection, but I realize that this service is becoming a bit extravagant.
East Rockville	Back door needs to be eliminated	This might be a good idea. However, there are times when there is a lot of trash (too much for an auto bin).
East Rockville	When I lived in DC, collection was only in the alley (curbside in alley) That's okay	
East Rockville	My trash collector said he would not pick up my trash unless I put it on the couch	
East Rockville	I live alone in a big house generating hardly any refuse, but I am paying the fee with no complaints yet.	It is not fair for me to pay the same for hardly nothing. My refuse is often not picked up
East Rockville		in a neighborhood of singles a weekly pickup would increase cost
East Rockville	I Santos Martinez all time take out of side street my garbage all ways.	
East Rockville		I would like to know how big the cart will be. Will it be an eyesore? Can an older person handle it?
East Rockville		Retired on a fixed income, can't take to many more increases to all of the utilities
East Rockville	I don't get it now, but I'm supposed to-what's the catch? Who do I have to pay off?	Decrease my rates. Ok only if rates DECREASE
East Rockville	Some elderly/disabled people need backdoor service. I don't mind subsidizing them but not able people.	I'm in favor of real recycling.
East Rockville	I don't see how 10 steps to a side door would increase fees	The city should pass on any savings to residents
East Rockville	We pay too much for trash collection-PERIOD!	We pay too much now!!!
East Rockville	It would be a hardship for me to take the backdoor away from me! I live alone & I am an old lady.	
East Rockville	It should be for the physically disabled only, and for those that would pay a higher fee for it.	
East Rockville	Everyone should place their thrash by the curb for quick and easier pickup.	We still need 2 pickups a week. Think about what happens in the summer with hot days after a party eating crabs. I don't think anyone wants to smell someone else's garbage!
East Rockville		Tight fitting lids for carts are a must

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
East Rockville	Why change something that is not broke. Keep things the way they are. I have no complaints with the service	It is better for the back strain on the refuse collector. It may eliminate their jobs. Things would be uniform in appearance.
East Rockville		The workmen that empty the recyclable bins could be more careful about replacing bins on curb-many times they throw them haphazardly upside-down and block the driveway with it
Falls Ridge		I like my service AS IS! The garbage men do a great job. One weekly refuse collection is NOT enough. Please continue to collect twice a week. I have lived in areas with those huge special carts with weekly collection and it was terrible. Please don't make this change. Save the garbage men jobs too!
Falls Ridge		Do what is good for the environment & do as good as possible for costs. Must provide balance in decision
Falls Ridge		My husband and I differ on some questions. The cart would not fit well in garage and be hard to handle. However, we do not support an increase in rates
Falls Ridge		Ok, but need to address items that might not fit,
Falls Ridge		One weekly refuse collection would increase litter and rodents in the neighborhood.
Falls Ridge	I do not have backdoor collection. So my answer to b and c is ?	
Falls Ridge		Keep the service we have now and raise rates.
Falls Ridge		It is important to have at least two collection days per week for sanitary reasons!
Falls Ridge	Didn't know it was as option!	
Falls Ridge	Didn't even know about the backdoor collection	Would need to learn more about the automated collection.
Falls Ridge	It should be eliminated!!!!	
Falls Ridge	Charges should be modified so people are not unfairly penalized for not moving from backdoor service	Sounds like a great cost-savings plan but please see comment above
Fallsbend		One time a week is not enough
Fallsbend		Need to know a lot more about it. Would not support once/week collection rather than 2 times/week.
Fallsbend	I support a reasonable differential fee for backyard collection on residential streets but would not add a surcharge on main streets	Families sometimes have a lot of trash. I support automated collection only if we may continue to have extra trash taken. We strongly favor continuing twice weekly trash collection even at higher cost than once a week.
Fallsgrove		A container large enough to contain a week's worth of garbage could not be easily maneuvered in the small garages built on many new homes.
Fallsgrove		I would like to see the city be more flexible with what it will pick up-large boxes
Fallsmead		Prefer 2x/week!
Fallsmead		Regarding #B, if I am out of tow on the collection day, it could be 2 weeks before my trash collection.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Fallsmead		Seems ok but would greatly prefer twice-weekly service
Fallsmead	needs to be completely eliminated	Before you start making capital commitments you should eliminate the backdoor service!
Fallsmead		Salaries and income hasn't gone up this much. 7% annual increase excessive as trash is not always picked up--some cans are left--average once a month
Fallsmead	Agree with Note #1	
Fallsmead		Collection carts we've seen used are large and require proper positioning to work! Plus, they must be stored
Fallsmead	Curbside should be the norm. It is a safety problem for trucks to use narrow alleys	The city now has a rat control problem that will be very seriously exasperated by such automation/weekly collections!!!!
Fallsmead		I'm concerned about how the cart's would look (aesthetics) & requiring people to store them in garage- city law required storing large containers outside could lead to vermin/rodent problems
Fallsmead		Automated collection is a very bad idea and once a week collection would be satisfactory.
Fallsmead		No storage space for a large special cart. Large special carts will create eyesores in many neighborhoods
Fallsmead		I have a family of six. What if 1 cart is not enough?
Fallsmead		Rockville has great services and a great quality of life
Fallsmead	I like collection the way it is. Twice a week with a truck and two men picking my trash up at the curb in the street, but if the new way can save me money. Then I'm for that and will support the	I like collection that way it is. Twice a week with a truck and two men pickup my trash up at the curbs on the street, but if the new way can save me money, then I'm for that, and will support the city.
Fallsmead		Service has always been excellent. Thank you.
Fallsmead	We won't switch because we already set before on curb.	One week is too long to have garbage in bin especially in summer.
Fallsmead		I like having twice weekly trash pick up. Even with a special cart I would not like to have a week's worth of trash in my garage.
Fallswood	Did not even know about back door service existed	There carts are unsightly to store--they usually would have to be stored in visible places-ughh!
Fallswood		You do a good job now. I
Flint Ledge		2x a week collection is very nice. I'd hate to see it go
Flint Ledge		At my townhouse, there is no outdoor space to store a large container. It would have to stay in the house until pick up.
Flint Ledge		with 2 pick up dates, I still always have extra trash
Flint Ledge		Automated system does not sound feasible for townhouse residents; one collection day does
Glen Hills Club		Would like to keep bi-weekly pick-up, but only have curbside pick-up.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Glenora Hills	Backdoors customers already pay higher taxes. Bring it on.	Automated service is noisy, smelly, and not hygienic. People will leave the wheeled cart at the curb and throw garbage at it. No thanks.
Glenora Hills	Senior citizens & disabled should have this option for their safety.	Accumulated garbage attracts rats, smells and is unsanitary. Bins are a monstrosity! Where to store?
Glenora Hills	Has no relation to total volume of garbage collected!	Which becomes two weeks if pickup days fall on Holidays!
Glenora Hills		The wording on this survey was not very clear.
Glenora Hills		1. If we switch to once-a-week service-what happens when a holiday falls on our collection day- do we wait for 2 weeks for pick up? 2. Are the carts large and heavy to handle? We are senior citizens in our 70's-could we handle these carts? 3. How much of a savings are involved?
Horizon Hill		Sometimes we have a very heavy amount of trash, such as after a party, after we clean the basement, or when we miss a trash pick-up because of a holiday. I'm concerned that the special cart might not always be big enough.
Horizon Hill		They need to be of manageable size for the elderly & moderately disabled.
Horizon Hill	I am not familiar with backdoor collection. We carry our refuse/recycling to the curb	I do not understand what you mean by an 'automated' collection system
Horizon Hill	Collectors are not consistent with backdoor (premium) collection	cut costs elsewhere
Horizon Hill		it isn't broke-don't fix it
Horizon Hill		How large is this special container-Will it fit in a garage as the regular can does now?
Horizon Hill	Exception to additional fee should be made where ALL adult members are disabled	Need to know the size of the can, to ensure it will hold my garage.
Horizon Hill		What about recycle material versus regular refuse?
Horizon Hill		Currently we are collected Mon and Thurs. At last count we lost 6 holiday collections. If one collection a week is adopted, arrangement must be made to collect once a week--regardless of holidays.
Horizon Hill		Does this include recycling? I would like to have special tough bins and lids that do not blow away. Why do we have the current size of cans.
Horizon Hill		Depends on change
Horizon Hill		What about the week's when my family has too much garbage for 1 week container- like on holidays or if we have a party?
Horizon Hill		With the above exception, I like the frequency we now have in place. The refuse and recycling services( including the transfer station) are two very critical areas that make Rockville such a good place to live.
Horizon Hill		We don't want garbage collection only once per week.
Horizon Hill	Eliminate	Unreadable
Horizon Hill		What about recycling? Understand that it is a revenue source for the city. Curbside sorting and manual pickup however seems required



<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Horizon Hill		Would like for boxes to be taken. Currently, boxes empty are left at the curb if they're over 3 feet difficult for some residents to cut these.
Horizon Hill		I think every effort should be made to maintain twice a week collection. Even to voluntarily pay for those who wish it twice a week.
Horizon Hill	Backdoor takes too much time for collectors because they have to make a longer trip to back of houses.	Depends on how keeping the cart is since. I'm 75 and age is a factor in getting garbage and recyclables to the curb.
Horizon Hill		I like the concept but do not like the size of the cart- too large! Will take too much space in garage and will look ugly if kept outdoors
Horizon Hill		B. good in winter. Bad in summer when garbage smells in the heat
Hungerford	I don't care for trash containers-I think recyclable containers that are broken (like mine) should be replaced.	
Hungerford		I would support this fully if the containers are placed back at the curb and not thrown toward the house as the recycling bins are. In addition, I think it would be cleaner because the crows and squirrels won't be digging into the bags.
Hungerford		It sounds like you'll increase rates regardless of what we do! Question "C" is almost insulting
Hungerford	I would think it would be too difficult to monitor backdoor service, and would create more conflict between CoR and customers	I would not support fewer collection days. Plus, I would need two specially designed carts.
Hungerford	I think that's very nice	How is the smell in a week?
Hungerford	My greater concern is all the Mondays of the year when we got no recycling or garbage pickup. Now that's inequitable	My one small can works for me-don't want big. Once a week ok but make up for all those Mondays missed!
Hungerford	I am 85 yrs old & curbside collection would be too difficult for me.	
Hungerford	Age is also a problem not counted	What is newspapers/grass clip/branches. Bulk of trash in spring is grass-(4-6 can/o.k...?
Hungerford		Great idea-no more lost lids. easier to get to curb (the wheels). Do you want this for recycling too?
Hungerford	Lower taxes on pickups once a week is good. keep over head down much as possible. Thanks	
Hungerford		I don't think automated collection will work with an 84 year old senior like myself
Hungerford	How would this change impact those who put their cans at the side door?	
Hungerford	Several years ago our area was told that we would have curb pickup only become mandatory!	
Hungerford	One person in household (senior lady) pays the same as large household	none
Hungerford	Insure that trash collectors empty containers neatly and do not scatter trash in the process of collecting.	
Hungerford		Need more information on new system.

## *Neighborhood*

## *Comments about backdoor collection*

## *Comments about automated collection*

Hungerford	We are elderly and my husband has MS, so we put our trash cans outside by the cellar door. It's a short distance from the curb.	The only problem with trash carts if you have no garage to put them in, before collection times, sometimes knock them over & makes a mess. Raccoons seem to be able to pry open even tight fitting lids.
Hungerford	Nothing should be changed, except a small amount, because the city gets paid for recycling.	Make sure the people who collect, do not destroy their large cart.
Hungerford	Some elderly have difficulty getting refuse to curbside, unfair to change them more	This would be a problematic change to the system-- no thanks.
Hungerford	keep it for elderly please	I have asked that service be offered once a week on many occasions. The cost is outrageous. Living in communities with private trash and recycling, collection costs a fraction of what the city of Rockville charges. Why? I would support automated collection if it did not create job loss! Please stop burning so much fuel driving big trucks around twice a week. Once a week collection encourages people to generate less waste. The city of Rockville could also offer composted leaves to residents free of charge like Hyatsville does. Which would beautify the city! Thanks for listening
Hungerford	I am 89 years old and don't know if I would be able to do this.	Same as above-how would this affect me if I am physically unable to do this?
Hungerford		What about elderly and handicapped individuals? Who wants a week's worth of trash? Will it encourage rats?
Hungerford	This is all nonsense! Curbside does not subsidize back door-This is bureaucratic jargon! Who had this bright idea! You are penalizing older service users-it's poor	The tax payer (service-users) will of course bear the cost of the cart!
Hungerford		Collections would have to be made every week. Holidays not withstanding. No surprise day
Hungerford	If the whole neighborhood that has alleys have to do the same why is there a higher rate??	Why am I already paying a high rate if my services are going to decrease. Reduce service=reduced rates
Hungerford		As it stands now we have trash collection two days a week in Rockville. I want to help it that way. If I miss a trash collection on Monday, they'll come around and pick it up on the following Thursday. That keeps trash from picking up. Also, since they don't pick up trash on holidays, if the collection day falls on a holiday then I'll have to wait yet another week for it to be picked up. Even if it's picked up the day before or after the holiday, the same problem exists-if I happen to miss that collection then I'll have 2 weeks worth of garbage piled up! The bottom line is this: The city of Rockville is trying to find ways to reduce it's refuse collection costs- I understand. But I don't want cost effectiveness to translate into a reduction of service and that's exactly what this plan will do. I like the extra level of service we get in Rockville, even if it costs everybody a little more. Even if you move to an automated collection system, let's keep the twice a week collection in track--okay? Thanks.
Hungerford	I am now unable to take refuse to curb while I am handicap	As stated above I am currently handicapped. What arrangements would be made for people like me?
Hungerford		My concern is keeping garbage outside for a week during summer time. It smells and attracts animals.
Hungerford	I didn't even know there was backdoor collection.	

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Hungerford	I strongly agree and the disabled not be charged more either way	I don't want garbage sitting out there for any length of time. More frequent, the better.
Hungerford	We have curb side service, but don't object to subsidizing those who have back door service.	We are willing to pay more and keep twice week service current system). The trash trucks have gotten larger and larger over the years. At present they are so big that they cannot go around our circle without their wheels crushing the grass and causing ruts in the grass circle in the outer of the court. I am afraid that the proposed system will require even larger and less maneuverable, and more unwieldy trucks. We prefer to pay more & keep twice per week collection.
Hungerford	I don't want any city employees (or anyone else) in my back, side or front yard. I find it hard to believe that anyone would.	I don't want the city paying for special trashcans.
Jefferson Place		An automated cart takes up too much space
Jefferson Place		Current rates are already higher than private contractors who provide service in many condo areas
Lincoln Park	Refuse placed curbside results in more litter on the sidewalk and street. Curbside is an eyesore-- trashcans on front for days	Automated is a good system
Lincoln Park	Okay for physically disabled and older senior citizens	
Lincoln Park		I hope these carts don't turn out to be eye sores.
Lincoln Park	Hopefully, any dropped trash, etc will be picked up though	Same as above
Lincoln Park		Special cart should be normally stored out-of-site. Not in front of the house.
Lincoln Park		Keep 2 collections
Lincoln Park	I actually had backdoor collection but started putting in my trash near the curb to help save the workers time and allow them to move quickly up the street.	
Lynfield	I am an elderly widow and have diabetes and am disabled, cannot carry trash to curb	
Lynfield	Some elderly residents are unable to put refuse at the curb and they are on fixed incomes and can't afford to pay a higher rate. Their service must continue	
Lynfield	I believe the backdoor collection should be available for seniors	
Markwood		We who have special pick up on Mondays are inconvenienced more than must because of Monday holidays
Montrose	If you were to reduce to collection to once a week. The savings would be much higher than playing with backdoor service most people don't use it any.	Try to reduce the rate for a change! Why can't you do that by collecting half the current rate?
Montrose	An exception would be a disabled resident	
Montrose	Backdoor service should be allowed without extra cost for persons with proven disabilities.	Carts will have to be replaced in a timely manner where they are damaged by collectors.
Montrose		Perhaps this service could help the gadfly's who don't understand what trash cans are for--litter bugs.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Montrose	Trash should only be collected once a week.	How would large items or special collection items be expected? What about larger than 5 family? What about collections from around Christmas when we generate a lot more trash?
Montrose	I am a 93 yr old and there is NOT always some one to put trash out to the curb	
Montrose	Aging population needs more, not less, services. County residents (outside Rockville) are very unhappy with refuse service. Hard to get cans to corner.	Depends on changes! Once a week pickup is okay but not automated cart. Special cart would be too big to roll by cars in my driveway.
Montrose	We do not have or use backdoor collection. We are however, extremely pleased with the city's current refuse collection service. Thank You!	While we support the city and automated collection, if deemed necessary to curb costs, I would be concerned about the job security of the fantastic public works employees who collect our city's refuse. Also, I would prefer to keep 2 collection days each week if feasible. Thank for the suvey.
Montrose		I don't want to smell trash near the place I live
Montrose		our wild animals would get into it (cart)
Montrose	This survey is poor. Where does side/carport pickup fit? What happens to that service. How is that service viewed.	I am familiar with automated collection but it needs to be twice weekly for health reasons.
Montrose	Houses on Mon/Thurs collection are disadvantaged due to so many Mon/Thurs holidays	
New Mark Commons	Some back doors are further back than others- are you going to vary the charge with the distance and amt of trash. I don't have to because my husband is handicapped.	You should also be considering incentives to recycle and disincentives to having more trash. It works well in Hampkin Va. If Rockville has standardized carts you could weigh the garbage and charge accordingly. ( Which the city should be doing as well).
New Mark Commons	Any way we can lower costs is worth it	
New Mark Commons	The collection service provided in New Mark Commons town homes makes the neighborhood look much more attractive because residents do not have to put garbage at the curb. Also, automated collection would be very difficult because of the court configuration. I do not support these changes, especially the once a week collection.	
New Mark Commons	Absolutely unfair to those who store and carry curbside items.	Too heavy for weekly pickup.
New Mark Commons		It will be to difficult having to negotiate a cart to the curb. Look for other options.
New Mark Commons	I have severe arthritis. I set what I can at curbside-but often need the help of the refuse	
New Mark Commons		one thing I really like about Rockville's refuse program is that on Monday's they will pick up anything I put out. I love that. I rarely put out trash on Thursdays but I love not having to set up a special pick up for bulky trash. Don't change that.
New Mark Commons		Only if I would have my refuse picked up each week without fail-even on holidays! Then I could
New Mark Commons		How big is the special cart? Will it fit in a small garage? Unsightly??

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
New Mark Commons		We suggest that the city save money by reducing refuse collection to once a week and continue to have residents provide their own garbage
New Mark Commons	The increase is not as important to me as the aesthetics of having garbage cans	New Park townhouses have brick enclosures for trash bins and a/c's. It would require lifting the trash bin up and over a 3 foot wall to get it to the curb, or keeping it in front of the house full time. I strongly disagree with this. I'm a senior citizen as are many neighbors and we wouldn't be able to manage wheeling the trash can over curbs and grassy areas to get to pick-up spot!!!
New Mark Commons	I live in a townhouse in new mark commons. I have a bad back but am not certified physically disabled because I am not. There are over seven steps which must be navigated whether I walk or drag a waste receptacle to the curb. The waste receptacle pictured is inadequate for a week for family of 5	I appreciate the fact Rockville is trying to optimize waste collection. Rockville, has long garnered the reputation of having the best solid waste collecting system. This survey was supposed to be sent to all customers!!!
New Mark Commons		Automated collection does not work in townhouse communities. Your consultant is misleading you if they are suggesting that it does/could work.
New Mark Commons	3b-I currently don't use back door service.	
New Mark Commons		Question the sanitary safety of once/wk collection in our hot summers.
New Mark Commons	I don't have backdoor service	
New Mark Commons	3B not applicable--I already have curb service	
New Mark Commons		Am curious as to what the cost by to give Rockville residents the wheeled cart. It may affect any anticipated savings.
New Mark Commons	Your similarity in the wording of these questions is ambiguous	I live on a lake where there is only one house entrance. A garbage cart by my front door is unacceptable.
New Mark Commons	When my house was built, community required trash to remain inside fenced trash enclosure. Winds are strong and trash can & lid do not blow away trash stays contained. I keep area clear for trash collection. Others leave trash cans on street & it remains unsightly.	I make very little trash & don't need a large special cart which is difficult to move & store. Once a week collection would cause smells & rats.
New Mark Commons	Driving down an alley is like driving down a street. However, if the workers have to walk up to a home to empty trash, the cost could be increased	Since we must have trash containers in our yards/garage all the time, PLEASE use some that blend in with the environment. Boo on those blue ones. Thanks for asking.
New mark Commons		I think large carts will create a blight and health hazard of a large dimension.
New Mark Commons		If my weekly collection day is a holiday, I would not want to wait an additional week for trash to be collected, and have a two-week accumulation.
New Mark Commons	What are their other options?	It's entirely unnecessary to have 2 garbage pick up days-per week. One is enough. And I don't need a special cart. Thanks
North Farm		Must pick up more than once/week!
North Farm		Do not agree with one weekly pickup. Need at least 2
North Farm		what is it? We prefer to have twice weekly collections.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
North Farm	If it is physically difficult for back door pick up to convert to curbside, i.e. no driveway/garage to store and move containers to street, then backdoor should be allowed without extra charge	A specially designed cart would be too big to store in a garage and an eyesore if stands on side of house and perhaps too heavy and bulky for an older or disabled individual
North Farm		How about in the summer when the garbage smells?
North Farm	I never heard of backdoor collection. Is it for people who have houses far from the road?	Does it block road access for a long period ? I usually don't have too much garbage, but lots of recycling. What about that?
North Farm	We drag our refuse to the curb and it hasn't killed us yet!	With the re-cycling service we have very little refuse for you! Thanks.
North Farm	it seems unreasonable to let some people not bring trash to the street, if they are physically able.	I prefer to pay a little more and not have automated collection.
North Farm	Agree with this-Exclude disabled customers from extra cost	
North Farm		This charge would alert folks when houses are unoccupied during vacations or business trips.
North Farm		Cart must be big enough and easy to wheel to the curb!
North Farm	I never knew such a thing existed	The issue isn't a large cart to hold a week's worth of garbage, it's the smell of a week's worth of garbage in the summer.
North Farm		Although I disagree, I'll go along with the city's and majority's decision
North Farm		Bulk, large item collection should continue on a weekly or bi-weekly basis. It's the best service provided! A little less "pickiness" by the collector staff about the form and content of what is picked up might help enhance productivity. The yellow "sticky notes" that we left are particularly annoying, particularly when supervisions can't figure out why the collection was refused. Perhaps the automated system would help in the regard.
North Farm		Noisy, ugly, smelly. Costly to get new trash receptacles and truck equipment. I do not want only 1 pick up a week.
North Farm		We need more information about automated collection
North Farm		I support charging more for backdoor service or eliminate it. In the summer, the odor of that much trash will be overpowering; moreover, such a large container might not fit between cars in the garage
Orchard Ridge	If backdoor service is eliminated, I would expect a commensurate decrease in the service rate.	A trash collection cart large enough to hold a weeks worth of trash is unsightly, bulky, and probably will prove to cost more in the long run in carts and special fees and trucks to empty the carts
Orchard Ridge	Waste of money I need. Fair and equal system	I support one weekly collection but do not support a special cart since regular trash cans are easier to fit in the garage. If someone has more trash let them buy more cans.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Orchard Ridge		Our refuse collection days are Monday and Thursdays. Currently, this means we do not get our trash collected on 3 days: Thanksgiving, Labor Day and Memorial Day. These holidays are fixed on Monday and Thursday. We are subsidizing all other citizens who do not get their trash picked up on the Monday-Thursday schedule. This year Independence day was observed on a Monday, so this was an additional day of no service and a greater subsidy to others! This is very unfair! If schedules are changed, I think that every neighborhood that now has a Monday-Thursday schedule should not be assigned a Monday nor a Thursday in the future.
Orchard Ridge	Old residents or physically challenged residents may need backdoor service	If my pick-up is on Monday, I don't get picked-up due to holidays. If this happened for once a week pick-up it might be 2 weeks before trash is picked up.
Potomac Springs		More information on this system would be desirable -how does it improve safety and aesthetics? You are welcome
Potomac Springs		Think twice per week is necessary to prevent attraction of rodents and other pests outside of homes.
Potomac Springs	Every one should pay for service received	I appreciate having a voice in how this system works & the costs involved.
Potomac Springs	Hard to know how to answer without knowing how much the cost differences should be. People without garages, especially those with hilly landscapes will have problems getting cans to curb.	Not sure something that big would fit in my garage. Need to know how much would be saved what hardship it would be on people without garages. Need more info. Should hold a citizen meeting.
Potomac Woods		I would not need a cart unless it was necessitated by automated equipment.
Potomac Woods	In the past our collection was at the carport now it is at the curbside	One day a week is unhealthy in summer time
Potomac Woods	Backdoor service should only be available to the physically disabled and those elderly who qualify.	If automated collection will keep costs down, by all means use it!
Potomac Woods	I believe physically disabled should have to pay extra for backdoor service. If necessary such individuals should receive a subsidy from other city funds. City needs to recognize opportunity cost of providing free service	I am concerned about odors that would build up, especially in summer, if there is only weekly collection.
Potomac Woods		If my one day fell on a holiday do I have to wait two weeks?
Potomac Woods		I'm surprised this has not yet been implemented.
Potomac Woods		We believe the service is good now. Why change it? If you stopped spending money on extra expenses you do not need to make any change. I think we pay enough taxes
Potomac Woods	Lived here almost 40 years-72 year old female alone-cannot get refuse to curb!	"Yard waste" "must" be at curb! That means "imposing on someone to help!" Fee should be prorated/quantity per house! I pay the same as someone with 5/6 more!
Potomac Woods		In the summer decay and odor from garbage would be a negative if once a week collection is implemented

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Potomac Woods	I would strongly endorse the elimination of the backdoor service, and am upset to learn I've been subsidizing this'	I would advocate automated collection AND some sort of reduced trash charge for those who recycle. Currently, the city really offers no incentive to recycle. When I lived in Seattle years ago-people were able to pay only for the trash they generated (recycling was free)-thus, there was a real cost incentive to recycling, without making it mandatory.
Potomac Woods	Everyone on our street puts their refuse at the curb	
Potomac Woods	When I first moved in I had side door service, but discontinued it when I found it unsatisfactory and unfair.	Please consider the consequences of a weeks worth of garbage during the summer season.
Potomac Woods	We didn't know that the city provided this service	We have small children-babies, that produce many diapers. Once a week collection is very undesirable to us! Willing to pay for more frequent collection.
Potomac Woods	I prefer side door/carport collection in smaller cans.	One week is too long for garbage to sit outside. Bad smell, especially in the summer, would attract rodents like rats. We already have raccoons coming at times. If there are no pickup on holidays, then some areas go for 2 weeks! Wheeled carts that I have seen are too large for my carport with my car inside and I have no other place to adequately keep it for a week. I have observed more spills with automated dumping than with regular. I would be willing to pay more for 2x/week pickup at side door in smaller containers.
Potomac Woods	I think that backdoor collection should be made available to those who want it.	I would be satisfied with one pick up per week if I was given a container that would hold 1 week's worth of trash
Potomac Woods		What about special collection and recycling. Are any changes to be expected?
Potomac Woods	It seems like this should be a no-brainer.	It seems that citizens are being asked to make judgments about an "automated" system that has not been explained or described at all. It makes the data on these responses irrelevant.
Potomac Woods	Should have only picked up at the curb from day one.	
Potomac Woods		Would like to remain 2x weeks large container would be hard to manage & once a week is not enough.
Potomac Woods	Given that property taxes and city utilities (water etc.) are going up, 7% annual raise to keep trash collection as-is seems fine.	One more thing to find room for in my small garage. Boo! Current system is fine-please leave as-is!!!
Potomac Woods		I value the high level service, including courteous, hardworking collectors who do an excellent job. I want to keep the current collection system.
Redgate Farms		I would readily accept one weekly collection day instead of two, regardless of special carts, if a 50% reduction in rates would result
Redgate Farms	Only for disabled needed	Continue two pick-ups a week please! No large containers. No place for it. (Town home at Redgate Farms).
Rockcrest Courts	Absolutely should be eliminated	Get your act together-Privatize!!!!
Rockshire	Didn't know the city was doing this for some residence. If a curb is available, it should be placed there and save labor time	For townhouse owners, special cart will be very difficult to store and move to the curb.



<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Rockshire		Thank you for being attentive to these issues and seeking our input!
Rockshire		I like it just the way it is!
rockshire	Now that I know I've been subsidizing backdoor collection, I feel that it's unfair. Hence backdoor collection should be eliminated or have a separate fee.	I strongly support the automated collection if it will save money for Rockville and me.
Rockshire	We put our trash in a central area	I live in a townhouse. I would have no place to keep it outside my townhouse and definitely not inside. It is hard enough when one of my 2 days follows on a holiday and there is no pick up.
Rockshire	It is a helpful convenience for those unable to use curb pickup. Cost could be a problem for some.	Are these special carts big and unwieldy?
Rockshire		If we go to once a week collection there can be no exceptions-you must pick up, even on holidays-we can't go for 2 weeks if our first pickup was skipped!
Rockshire	There is no backdoor collection in our neighborhood	
Rockshire	Unfair for same price as curb side customers	Willing to have rate increases for twice a week collection. If you are absent on your collection day, then your trash will not be collected for 2 weeks.
Rockshire		What if my weekly trash does not fit into the new cart? Will recycling bins be automated as well?
Rockshire	I am not aware that my neighborhood offers this.	I disagree for the following reasons: If we miss the 1 week collection on any given week then we would have 2wks worth of garbage fermenting & creating odor, bacteria, and overflow in our garage- a big issue especially in warm weather months which attract small animals & offensive smells permeating our house. - We have 1 car garage where our regular size barrels barely fit. A larger barrel would overcrowd our garage and would not allow our family sedan to be parked in the garage. The main purpose of the garage to begin with. - Many houses have carports in my neighborhood. I think it would be offensive to have 1 weeks worth of garbage being stored for others to see. Also it is even more of an issue with small rodents, dogs, cats and also children who are out and about especially in warm weather months. I THOROUGHLY OPPOSE THIS!!!
Rockshire		Townhouses don't have a way of storing such a container
Rockshire		The problem with weekly pick up is if a holiday occurs on your pick up and you forget to put it out you have to wait 2 weeks before your refuse is picked up.
Rockshire	Why not just collect one time per week and do curb only (no special cart)	Let everyone buy a cart if they need one. The city waste money is doing stupid things like planting palm trees in the middle of the road. Palm trees die up north!!!
Rockshire		How big would the cart be? I have a small garage. Would it fit through a standard fence gate if kept in a back yard?
Rockshire	It seems like a small inconvenience to require that we all use the curb.	Retain the collection of furniture and other large items
Rockshire		How about collecting twice a week every week-no Monday/Thursdays off!!!

Monday, January 31, 2005

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<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Rockshire	I don't why anyone has "back door"	I am saving the City lots of money. But it is not reflected in my bill-if city is saved or makes money (recycling). It should be also saved to me! City has already lowered service and raised prices
Rockshire		Keep it 2x a week
Rockshire		Reside in middle town house and cannot bring cart through house
Rockshire	The elderly disabled may need special accommodations if backdoor service is eliminated.	Automated service (larger costs) could be hard for the elderly & disabled. Would automation put city residents out of work?
Rockshire	Since I've never had it. Can't comment.	Will "automated" put people out of work/
Rockshire	b=not applicable	Townhouses lack storage areas for garbage or large carts
Rockshire		No problem. Anything to reduce rates. Your women & men are terrific and very nice!!!
Rockshire		For those whose collection falls on Dec 25 and January 1st, trash would not be collected for 3 weeks. That's a long time
Rockshire	Should be eliminated to save \$ before going to an automated collection system and, if necessary, once a week collection for all BEFORE considering an automated system	Would NOT work in townhouse communities! There would always be unsightly carts and trash in front yards and blocking parking spaces!!!
Rockshire		Large carts are difficult to store out of sight.
Rockshire	Question b should be optional, i.e., it does not apply to those with curbside only option now	
Rockshire	Can the truck access the alley just as easily it can access the street curb?	Not convenient for townhouse dwellers
Rockshire		4c depends on service. 4a-b...I guess it depends on the size of carts and if they don't have to be moved
Rockshire	I am aware that certain residents get "grandfathered" special front door or side door service. THIS IS WRONG! Especially if that special customer has influence with city of Rockville	This would improve the "eyesore" nature of trash day. But once a week is not enough. Miss one pick up and you have 14 day old garbage in your
Rockshire		Keep trash can but consider switching to once a week. No need for special cart.
Rockshire		Big stinky trash in summer
Rockshire	We live in a rockshire townhouse on a one-block-long rockshire street. I assume we will not have to carry refuse to the city street (Hurley ave)	Raise the rates if you have to. Don't have room to store a cart in/at a townhouse. Some additional thinking needed here.
Rockshire		Austin's automated cart system worked great
Rockshire		I live in a townhouse with a one car garage. If I'm given a big cart (anything larger than my current trash can) I would not have room for it and it would have to sit out in front of my house. All my neighbors would have to do the same and it would be very unsightly.
Rockshire		Should charges be based on the size of family as well as service type.
Rockshire		We would have no place to put the special cart (wouldn't fit in our garbage)

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Rockshire		I would support switching to an automated collection system if the system also provides a separate cart for collecting all yard trimmings.
Rockshire		Only if you reduce the rate and hold that rate as long as the existing family resides there and the container. Carts are attractive and easily movable
Rose Hill	Didn't know there was such service. Still I believe the men have a hard job. Already the least I can do is take my trash to the curb	Having just one pick up will increase odor and possibility of rodents.
Rose Hill	Backdoor customers should use the curbside method. Bring the trash thru house to curb (I do)	Too many deer. 5 days garbage too much, unhealthy
Rose Hill		The refuse collection should depend on seasons. Sometimes should be 2 times a week.
Rose Hill		Garages are too small too hold carts. Newly built homes have tiny garages.
Rose Hill		Would like more info. If collection was cancelled because of a holiday, I would want pick-up scheduled for the next day and not have to wait an additional week.
Rose Hill	I was not aware that this service was available at the same price. Were curbside customers making up the difference in costs?	I have a small family, so one time collections are not a real issue for us.
Rose Hill Falls		Additional carts should be made available (at a fee if necessary)
Rose Hill Falls		If the city makes changes to once a week refuse collection day, would it be good to encourage people to freeze, when it's possible? For example, cooked or uncooked meat, especially in the summer time!
Rose Hill Falls		Cart not to cost homeowner directly and should generate new service fees in itself.
Rose Hill Falls	not necessary at all! (besides city workers should not be coming on private property)	Once a week not good in summer because of decay and stench-winter would be OK
Rose Hill Falls	none	I don't have room to store a specially cart that holds a weeks worth of garbage. Can't keep garbage containers on the driveways or at the curb of my subdivision.
Saddlebrook	Curbside service works easily for those with storage in a garage carport. I would need to cross a neighbor's grass.	
Saddlebrook	Since we already set our refuse at the curb, this wouldn't affect us.	We would need more information about how big the carts would be.
Saddlebrook	Anachronism. should have had a one approach policy & service years ago.	Recycling has lesser need for twice week collection. Should consider selling 2nds carts for those who would need greater capacity large families, etc.)
silver rock	I didn't know "Rockville City" provided back/side door service for residential/detached housing	I've seen these carts in various parts of the country. They wouldn't hold 4 weeks worth of refuse for 3.
Silver Rock	I am surprised it exists as 1 out of 10 times they have problems with curbside removal.	Denver had an effective system when I lived there. We also have frequently had our refuse not collected.
Silver Rock		4A. continue 2 pickups a week. 4C. need more information

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Silver rock		Rockville is known for having the best city services in the region--twice a week service is a large part of these services. Going to an automated collection would do away with "big trash day."
Silver Rock	Disabled--cannot lift or carry over 5 lbs. due to back surgery	A truck with 4 men riding around to me is expensive
Silver Rock		How about recyclables, newspapers, yard debris. Does this all go into the mix? What is automated?
Silver Rock	my cans are 15 feet from the curb	I hate those ugly cans!!
Silver Rock		I have too many questions about this CART to respond to these questions accurately. I like the system we have now.
Silver Rock	Anyone who needs physical help have it at no extra cost!!!	Again physical conditions should not be ignored or be more expensive. I am a small woman, and I am not strong, a bit frail on some days, how will I handle a huge heavy "automated collection" container? Please consider people who are not "Certified " physically disabled, but have other issues to consider. Think of this. Thanks.
Silver Rock		We now can manage well with one collection Dat( were only 2 people) Hope special cart would not be too large for our needs.
Silver Rock	Back door collections should be limited to older/disabled residents, identified by city & not charged for it.	any refuse dropped by automated collection should be picked up by men and truck. Not left on street for residents to clean up as it is now.
Twinbrook	Everyone I know takes trash to the curbs.	
Twinbrook		On very hot days garbage will rot and smell if left for several days.
Twinbrook	I do not believe residents would see any decrease in the bill, but the city would.	The stench of a week's worth of trash in summer would be horrible. Pulling a weeks worth of trash uphill would be physically impossible. We have currently 4 trash cans worth of trash per week for our family. Very heavy load to drag. I support 2x week collection using modernized equipment.
Twinbrook		one cart with weeks worth of trash would quickly promote Rat-Rotten Smell Infestation-Do not recommend this solution.
Twinbrook	Curbside service makes neighborhood trashy looking	
Twinbrook	Don't have back door collection	
Twinbrook	Refuse collectors refuse to come to the back door where refuse carts are placed so I can't get that service even if I want it.	what about recyclables? In regard to a big cart?
Twinbrook		Please stop the curbside leaf collections-- make people bag them. Leaves everywhere looks trashy.
Twinbrook	I am an 80 yr old widow and have Rheumatoid arthritis. I cannot lift refuse cans to take to the curb.	Perhaps if collectors would not s'iam bins down they would last longer.
Twinbrook	Rates will increase anyhow, and this is a way to reduce manpower and eliminate jobs. I've always gone by the booklet you send out which didn't say you had to put out to the curb, but I see most neighbors do it. I put mine just behind gate at side of house and have since I've lived here 33 yrs. I am a senior citizen.	

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Twinbrook	I am 98 and have paid my dues. Please continue to collect at my backdoor	If disabled and elderly are excluded, I agree with changes
Twinbrook	Don't raise refuse bill, it is already high enough	
Twinbrook	Never knew about backdoor pick up until recently. No one ever picked mine up if didn't put it at the curb	
Twinbrook	There shouldn't be back door service for lazy people. Those people take advantage of other people.	What about recycling/ ( what about large things that need to be removed)
Twinbrook		I have on occasions called the city to find out why I am paying for the city to not pick up my trash.
Twinbrook	I didn't realize we had specific curb service, my cans is on side of house facing street	
Twinbrook	For seniors it would be very difficult to put a trash can with or without wheels outside at the curb	For an older senior it would be difficult to move a container with a weeks work of trash, especially in bad weather. Note: Since when does the City ever keep costs down! How about NEVER!
Twinbrook		I disagree increasing the rates
Twinbrook		This will make a very smelly neighborhood, especially in the summer!
Twinbrook	I don't know anything about backdoor collection-- never heard of it before	
Twinbrook		I say keep things the way they are. City of Rockville staff are A+ 100%
Twinbrook	Never knew it took place or why	The present crew resist anything that weighs more than 40 lbs. How would we dispose of grass and other trash (not garbage) Sometimes some legal garbage is not taken up to 2 weeks.
Twinbrook		Only concern is the size of the container, since this is a one person household
Twinbrook	Back door collection should not be an option, unless you are disabled	I would support any measure that will save me or the city money.
Twinbrook		Big carts are not needed for all. Would it be less expensive to have some smaller cart for 2 or 3?
Twinbrook		if one week refuse collection is implemented, will the container be able to seal the smell in the summer? What about insects in the summer? Will the city pick up the recyclables the same day? What about large appliances will that remain the same?
Twinbrook		Once a week is O.K. I don't need any special carts.
Twinbrook		I would expect my expense to go down if we had one collection day. Depends what changes are made.
Twinbrook	Since disabled customers will continue to receive service, curbside should be higher. Don't know about eliminating entirely. How many residents in Rockville have curbs so far from their residences that they can't take trash to their curb?	Extra pickup after holidays. There must be a pickup 1x each week, even during holidays. No skipped weeks.
Twinbrook	Curbside service will mean less injury's to employees. Less down time for the city saving thousands of dollars for workers comp	does this mean we would still pay the same 27.75 a month for only 1 pick up?

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Twinbrook		It's a good idea for some. I am 89 years old and have walking problems and also have several steps to get to street. I don't know if I could handle that
Twinbrook	I'm not sure what is meant by backdoor service. I do not drag my trash	
Twinbrook	People can walk their trash to the curb like everyone else!	1x a week is a problem. During the heat of the summer.
Twinbrook	My mother is 87 years old. And is unable to move garbage can to curb	We do not generate enough trash for twice a week pick up.
Twinbrook		None
Twinbrook	Is "side door/carport" being charged a higher rate?	The residents (tax payer) will be paying for this special wheeled cart.
Twinbrook		I have not been provided enough information on automated collection
Twinbrook	Other reasons for the 7% per year rate increase need to be explained	
Twinbrook		I only put out garbage once a week now.
Twinbrook	I think the elderly should also be included in backdoor collection at no charge.	Should also include a larger bin for recycle items.
Twinbrook	I agree to backdoor service for disabled customers.	automated collection system leaves trash for too many days. This brings rats & smell. I do not support this.
Twinbrook	back alley pick up doesn't need to be necessarily more expensive- given the truck fits!	Don't care for city. They know how to take care of themselves.
Twinbrook		In hot weather, a week's worth of refuse would be very smelly!
Twinbrook	This service should be eliminated except for disabled people and lower cost for customers.	Less collection days and lower fees are appropriate.
Twinbrook	We are a retired couple on a fixed income and we cannot continue to absorb these rate increases every year.	please try to control these yearly rate increases.
Twinbrook	We have carried our refuse to the curb for many years. I'm glad elderly and disabled customers won't have to do this	Service now is excellent--I fear this will take away jobs from dedicated employees in the refuse department
Twinbrook	Please continue backdoor service for the elderly	You do a good job now. I have no doubt whatever you decide will be sensible. Thank you!
Twinbrook	Use curbside service for 15 years	
Twinbrook	I have help with weekly recycle and require only once a week backdoor collection.	I am 87 years old & could not manage a cart
Twinbrook	Rockville should get off the couch and bring refuse to the curb to save money.	
Twinbrook	I agree only elderly or disabled should be allowed back door service	
Twinbrook		I personally don't mind paying fees that keep people working. If automated collection means profits at the expense of jobs, I'm against it.
Twinbrook		Keeping garbage for full week in the hot summer is not a good idea.
Twinbrook		Depending on cart size it would be better to be located very close to curb (especially when weather is bad)

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Twinbrook		For those of us with a back injury, lifting/wheeling a cart to the curb would be difficult
Twinbrook	I would support a change where only elderly and disabled people could use back-door	Automated collection itself is fine. I really do not want to see city services diminish. Rockville has the best refuse collection I have experienced. Montgomery County is difficult. I prefer to pay more than to make our system like D.C.'s
Twinbrook		On vacation in NC, we've used this type of service and it's great!
Twinbrook	As usual, service down and of course restrictions, specifications & excuses & fees on the increase. You will do what you wish anyway. Who are you trying to fool?	If the city switches to automated collection with one weekly refuse collection day, will our refuse services fees decrease? They certainly should if services are cut in half, I expect it to be reflected in my costs as well.
Twinbrook	Don't see any reason, and didn't know it existed for backdoor service!!	What happened to cardboard, newspapers, construction materials? . don't want these in the landfill!
Twinbrook	The elderly or those physically unable to put trash at curb. Usually those are the least able to afford additional charges and I don't believe it will limit future rate increases.	Additional amounts of trash could possibly provide food to the undesirable wild life ( i.e. rats) in the area. Much depends on the configuration of the receptacles.
Twinbrook	What about mixed paper & recyclable things?	
Twinbrook	I only use it because I got tired of replacing containers w/missing lids or damaged containers!	It is a wonderful system. The upfront investment to change will have a continuous return on investment.
Twinbrook	I was told I have service in the yard but they won't take it unless it's at the curb.	Recycle should still be a separate day.
Twinbrook	Only for handicapped individuals or the elderly should back door be available	
Twinbrook		Option C needs to include a clause saying that guilty will not decrease.
Twinbrook	We have lived here for 30 yrs and have always put our refuse at the curb.	A family of 5 can find someone in the house to put trash at curb
Twinbrook	In addition to # 1 I believe that senior citizens be excluded. To those who request this service.	Questions 4b IS there a plan in place for those occasions that garbage would overflow the single cart
Twinbrook	A system must be developed to monitor disability certification and changes in status	City would have to start enforcing # residents per house, already 12-15 in 3 bedroom houses with extraordinary garbage problems!!! # cans on street problems.
Twinbrook		How will the new system save me money when currently 1. Our garbage has not been picked up at least 5 times this year-they have to make a special trip. 2. Will you hire more personnel? Over time? How will this save me money? 3. Household garbage in this neighborhood is overwhelming at times, especially during the 1st weeks' pick-up. Can the special entertainers handle this? 4. How much will the new system cost each household? What increase in the cost of service can we expect with automated collection service? (Thank you for continuing back door service to the physically disabled residents.)
Twinbrook	Depending on cost I might change from curbside to back door.	How big is the cart & how hard is it to move up hills and through the snow.
Twinbrook	Time a month collect the yard trimmings and bulky waste	Specially designed cart is not a single house residents.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Twinbrook	Can we save by more recycling?	Recycling!
Twinbrook	Other cities that provide special backdoor service pay extra. That should happen in Rockville. You should pay for what service you get.	Eliminating backdoor service should have been directed long ago. It did not require spending \$ on a survey like this.
Twinbrook	It should also be available (no additional cost) to the elderly who don't have a "certified" disability. It can be awkward or impossible for older people to carry heavy containers. Curbside collection often results in empty trash cans (and sometimes trash) being blown into the street/sidewalks/driveways. Many people don't return their trash cans promptly (leave in front yard/street).	Most people don't have an enclosed area to store the unsightly large carts. The carts I have seen may not fit through gates if there's only 1 pick-up, will there be a make up day for the holidays? Otherwise there would be too much trash for the next pick-up.
Twinbrook	I did not realize that some neighborhoods in Rockville have backdoor collection. How hard is it to put it by the curb?	People who says that they need twice weekly pickup can not be recycling. I never put trash out more than once a week.
Twinbrook	Elderly should not have to pay more if they now have backdoor services	Address elderly & handicapped!
Twinbrook		Who would pay for rodent control for trash sitting around for a week?
Twinbrook		I am concerned about 1x/week pickup, especially in the summer because of the smell and possibility of attacking rodents.
Twinbrook		Will cost go down if we go to 1x/week collection?
Twinbrook		Paying too much for garbage collection. It is higher than internet rates.
Twinbrook	Someone may not be 'certified' but still have trouble getting stuff to the street.	What about those few weeks when you have a LOT of garbage? I could support one collection day even without a special cart. I don't have that much garbage.
Twinbrook		Thanks for the great service.
Twinbrook		Once a week during winter, smell) twice in summer, no suitable space to store large unsightly can
Twinbrook	What about the elderly?	
Twinbrook		All I want is to save money--thanks!
Twinbrook	On windy days cans are blowing around in street, more litter for animals and birds.	Not enough info available to make a decision.
Twinbrook		It's fine with me. I usually only set my trash out front 1x week anyway ( Monday night)
Twinbrook	I am not a disabled customer, but am in my seventies. I would not be able to get my refuse to curb, even though my trash cans are less than 20ft. From curb.	Rockville's current service is part of what makes it an all American City. I'm a Rockville resident for 45 yrs.
Twinbrook	In addition to those persons that are certified disabled. I believe there are people physically challenged( i.e. elderly) but not certified as disabled. I think these people should continue to receive backdoor services as well.	I would support the automated collection change provided it does not affect the following: yard trimming bulk waste collection and it will not call for firing current personnell. We need to keep our city residents employed.
Twinbrook	Why did you start it in the first place?	
Twinbrook	Curbside should be mandatory	Rodent infestation will result with once a week pick up



## *Neighborhood*

## *Comments about backdoor collection*

## *Comments about automated collection*

Twinbrook	We put our refuse at the side of the house. It is picked up from there.	I can't imagine what an "automated" system would/could do. I like the "human touch" and trust it more. Plus, people would lose jobs.
Twinbrook		Automated collection and special cart are ok, but only one collection day is NOT!
Twinbrook		If the city can control the rats, then there is no issue!!
Twinbrook		This could secondarily help with rat problem-some of my neighbors leave trash out just in plastic bags.
Twinbrook	When the city took over trash collection from private company they said they would provide the service.	
Twinbrook	This is a moot survey about an already abandoned back door service. For last 2 years city workers are 90% missing back door/side door trash collections	Stricter housing code enforcement and privatizing the service seems to be considered a priority. Multi-family housing is more directly attributable to a greater demand and monitoring collections could help to generate additional revenue from the abnormally large pick-ups. OTHER CONCERNS INCLUDE: 1) Unacceptable trash placed at the curb will become hazards to pedestrians and pets being walked. Also, not to mention the eyesores. 2) Rodent problems were very high in this county over the past year. We now have rats, mice, birds, coyotes, stray dogs and cats. 3) Where is the guaranty for there to be a cost savings to the households over all? Example: If both systems exist together, you still need 2 persons to collect trash
Twinbrook	We have never got backdoor service if we forgot to put it on the curbside. Nobody comes to the back to pick it up. Until next time we put on curbside.	I think it will generate problems with rodents.
Twinbrook		Two trash cans would not hold a weeks worth of garbage unless you don't put anything in it.
Twinbrook		Once a week will not control the rat problem in neighborhoods
Twinbrook	Not applicable.	We're worried the special cart will be an eyesore; worried where it will be located in the yard; ease of handling it.
Twinbrook		I want to leave it just as it is.
Twinbrook		and it would get trash trucks off the road (decrease pollution & fuel consumption)
Twinbrook	I am disabled	
Twinbrook		I believe twice a week collection helps rodent etc under control. Plus garbage could become smelly. I would support if these issues could be addressed satisfactorily
Twinbrook		Could not be plastic. Squirrels/vermin chew plastic containers. 9 years in twinbrook (and over 15 plastic cans) support this.
Twinbrook		Would garbage include the recycling materials? Papers etc
Twinbrook	Thought should be made of handicap and elderly	
Twinbrook		I found it imperative to switch -- we have to use so many bags now and it is difficult to move the trash

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Twinbrook	Excellent! I am glad to read this and I assume this includes the elderly?	I appreciate this proactive approach to keeping the rates from going up, but I wonder if rates are already too high just because the city chose to raise, not out of necessity.
Twinbrook	I'm 79 and my wife is 72. I think the refuse workers can walk, the 30 paces to the cans. Won't cost as much as a new system!	Who's going to pay for new trucks and containers? When we started refuse collection, I think the city spent several thousands (100k) on each truck on personnel etc. I never found out if it's cost effective. I've lived at this address for 48 years. The utility fees have gone up nearly every year. Possibly fewer managers riding around in new SUV's and the balancing of the city's budget-via utility increases could help avoid yearly increases. Are you sure the present system is working?
Twinbrook	Never knew such a service existed.	These containers are too big.
Twinbrook		OK!
Twinbrook	There are a lot of elderly. Have more difficulty getting refuse to the street	
Twinbrook		You could have used a MD company for this survey.
Twinbrook	should be available for handicap persons	
Twinbrook	Elderly residents and residents with health issues should continue to receive back door service at no extra charge.	
Twinbrook	Part of living in Rockville, is that we have super services. Don't make us hike like the rest of the area	It's not about the money!
Twinbrook	Instead of charging more for backdoor customers- give discount to the curbside folks- it's the same but sounds better.	will these wheeled carts look like small dumpsters? If so-they are heavy & ugly. Call if you have any questions.
Twinbrook	I am 84 yrs old and it is getting harder to drag can (1) out. I live alone.	
Twinbrook	Elderly residents, with medicine problems, may not be able to take refuse to curb	
Twinbrook		I am not sure I understand automated collection.
Twinbrook Forest		I would support once a week collection even without a special cart.
Twinbrook Forest	In our complex, there is no place to keep a cart. We take our refuse to the curb.	Automated collection is a good idea but it is not feasible in my area. I live in a townhouse, condominium complex (small). There is no place for large carts.
Twinbrook Forest	Not practical here but large trash containers won't work either because could not be kept in front	
Watts Branch Meadows	First, raise the rate for it, but offer it as an option. As more people switch due to cost, then discontinue it.	Will the cost be garbage only, or will it be also for recyclables? How big are these carts? My guess is that I will have to rearrange stuff in my garage. Again, is it possible to implement this by truck routes, particularly where there is high interest?
Watts Branch Meadows		How does the automated collection system work?
Watts Branch Meadows	Is side door same as back door? (not addressed) It is in front of fence.	
Watts Branch Meadows	Please do not waste a long time for other city service surveys with unequal benefits.	Has Rockville conducted a cost benefit study for its recycling program? If yes, please publish the results in the Rockville newsletter.

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
West End		My home is not conducive to a wheeled cart.
West End	Trash cans on the curb are unsightly and may spill or be knocked over.	I do not support (1)day a week trash pick up--- what if the trash day is a holiday? (2) weeks of trash! No thank you.
West End	They never close the gate, so we can roll it out to the curb if we had wheeled cart's	What about yard waste collection?
West End	Curbside collection will generate a greater number of trash containers remaining at the curb.	I don't have a place from which to store a cart.
West End	We had never experienced the service before moving here-but then the sticker based service was far cheaper.	We are considering discontinuing service & taking refuse to the transfer station ourselves.
West End		Special services must be provided for the physically disabled.
West End	I was told to put trash at the curb by someone at City of Rockville when I said trash was not being picked up.	
West End		What happens to the refuse in areas where there is street parking for those of us who don't have driveways? No trash pick ups?
West End	Provide for senior citizens only (and physically disabled).	Must have cover that will keep scavengers out ( raccoons, squirrels)
West End		Most of us do not have a place to store a cart large enough for a week's worth of garbage. Also, one size of cart is not going to be able to adequately accommodate the various family sizes and various amount of garbage different households have.
West End	Stop it now. Give those of us who place our cans at the curb a discount.	Super cans suck! They do not hold as much waste as you claim. Also, what happens when your 1x/week is skipped due to a holiday? The whole neighborhood would reek!!
West End	I am a senior citizen 88 yrs.	Have lived more than 50 yrs in Rockville, and never asked for special service.
West End	If you have an alley, doesn't it make more sense to use it than to have huge trucks stopping traffic on major roads??? Prefer my curbside service because I don't want people I don't know nosing around my yard.	Flushing a toilet is "automated"-how does a "wheeled cart" "automate" anything? Does the cart still recycle?
West End		Need more information. Is it noisier, more disruptive?
West End	I think we all should have back door service. It used to be that way. I am recently placing my trash on the curb for everyone to rummage through. I would agree to put recycling on the curb.	The city of Rockville has a known problem with rats. I would not agree to one week collection. It would make it worse for rats.
West End	Being 83-not physically disabled, but slowing down- lifting and pulling heavy objects can be difficult & painful at times	Senior citizens such as myself should be given serious consideration.
West End	I wonder if some residents who use backdoor collection simply don't realize how much it costs the city Targeted education to these resident?	Can we still use regular trash cans in addition to the big can if we need it one week, and if we put it at curb?
West End	If I left the bin at the back of the house, the crew probably wouldn't find it or even look for it.	

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
West End	We pay plenty for pick-up as it is. It used to be done much better, I used to brag about it, it was so good. What happened? I know- not enough guys on the route anymore. With cars parking on our street, the automated trucks will not have access to the cans.	They have been conditioned-if I don't put my trash out at the street on trash day, they no longer look for it around back. There are not enough guys on the crew anymore to do the job they used to do. Sometimes, there are only 2.
West End	I think putting garbage at the curb degrades the look of the community	I am not sure that a once a week collection is a bad idea and think it would work
West End	How about the elderly?	Be sure the special wheeled cart is squirrel proof. Our squirrels are eating through our industrial plastic garbage cans!
West End	10 years ago I was told that backdoor /side door pick up had been eliminated!	What happens when the once a week pickup falls on a holiday? Would two weeks pass with no pickup?
West End	Would you make exception for elderly & handicap? Would you do backdoor service without charging higher rate?	
West End		They should trash the mayor!!!!
West End	This would be our first choices	We have no place to store a large cart without giving up considerable driveway space.
West End	B depends on what the rate will be.	would the new service require downsizing the collectors?
West End	Going to only per week collection immediately would save money now.	If should be put to a referendum
West End		Make sure the carts are raccoon proof!
West End	Too many seniors not able to carry trash to curb	
West End	Can't answer question b above without knowing how much the 2 rates are going to be.	Don't like once a week collection.
West End	We live on Nelson St. We often see trash cans rolling down the hill after they are emptied.	These cart must be heavy enough with an attached lid doe to comments above
West End	already put trash and recyclables at curb	
West End	many retired elderly people live in our street. Hauling trash to curbside is a burden for them and they may not put their trash out as often if only curbside pick up.	The city can't replace recycle boxes in a timely manner. I don't want to hassle with them if problems with the cart unequal rate structure. What about charging more if you generate more? Some families recycle, compost, take items to transfer station in Shady Grove for themselves-only 1 can of trash a week- other families fill 3-4 cans 2x a week. Have feeling this is a done deal and survey is a required courtesy. Tracking responses by neighborhoods-- West End. Mon. & Thurs. pick-up-gets hit on all the holidays-No pick up. 8 times last check-no pickup-still pay-Could pick up days be changed every 2-3 years to be fair.
West End	I am 78 years old and have to bring trash up a hill from back door. Could be hard for me.	
West End	Some elderly or handicapped citizens who continue with backdoor collection should only have pick up once a week.	
West End	Depends on how much more the backdoor rate would be.	Provided that if the regular collection is on a holiday is there another day in that week designated because the container only holds a week's worth of garbage?

## *Neighborhood*

## *Comments about backdoor collection*

## *Comments about automated collection*

West End

We think backdoor collection is safer b/c it does not advertise if you are not home (empty cans out front). Also, back door is cleaner, garbage is not blowing around sheets.

We like twice a week collection. Automated carts are too big and there is no place to store.

West End

Be careful about automated collection because other cities find they collect a lot more when they switch. I refer you to a book entitled "Rubbish" The Archeology of Garbage" by William L. Rathje (363.720 in Rockville Library). In one of the chapters, he talks about what happened in one city- I think it was Seattle- in which they went to mechanized collection once a week with large bins. They found that people filled the bins to the brim w/junk they'd been accumulating thru the years as well as the normal garbage, so if we go to similar collection here just be prepared for this same situation-A lot of junk for quite a while. (But maybe that's good if the goal is to provide more fuel for the Dickerson incinerator)

West End

In the interest of revenue, what mechanism triggers reassessment of existing cases? The home across the street from me is/ was a "back door" collection site. The property was sold last year. Status should change.

This is a major and worthwhile undertaking. Glasgow, KY has implemented it (2001) and saw pictures on the web.

West End

I support elimination of backdoor service, even if it doesn't prevent rates from increasing.

West End

I think there are too many variables to implement different rates: i.e. back/side/front; all day/ no alley, large lots/ small lots.

2x/week is essential, especially in the hot summer months and the small animals.

West End

Is there a distinction between side door and backdoor services? Distinction not made.

The cart must have a secure lid! Vermin/birds and odor potential problems.

West End

Senior citizens should have free back door pick up.

West End

I support twice weekly collections to void the smell & avoid a rat/wild animal problem.

West End

We have always had back-door collection. Before that, we burned our own trash, but today the wild life would get into it.

West End

Need more inform about excess trash which is not in the normal cycle. Wood, chairs, etc. we put these items at curbside when we have more than normal.

West End

All this depends on what is the % of backdoor customers relative to curbside customers. Not enough information is provided.

Not enough information is provided about the automated system. Plus, will it be provided by the city? By a controller? Note- This survey should be accompanied by at least one information sheet. Poorly designed in my opinion.

Woodley Gardens

I thought backdoor service had been discontinued in our area several years ago.

I assume recycling would continue for papers, bottles, cans, etc.

Woodley Gardens

People who can put trash at curbside should do it. How lazy we have become. I put ours curbside & have always felt that all should who can.

Go for it! All should have to compost kitchen waste. What are we to do with Kitty Litter?

Woodley Gardens

I have seen the collection workers do their job. Automated collection would slow them down considerably

Woodley Gardens

I didn't even know there was such a backdoor collection service available

Insufficient information is provided to make an informed judgment

Woodley Gardens

Should be offered the option of backdoor for more S

I support two days a week curbside

<i>Neighborhood</i>	<i>Comments about backdoor collection</i>	<i>Comments about automated collection</i>
Woodley Gardens	Discontinue it to reduce monthly rate.	
Woodley Gardens West End	We are pampered. People can live w/o backdoor collection.	Large cans would have to be animal proof. It would not fit in my shed, where I must keep current can to protect from raccoons, etc. Thank you for this!!
Woodley Gardens West End		I keep my trash can in my garage. Automated can would not properly fit in my garage.
Woodley Gardens West End		Sounds like a good way to save \$.
Woodley Gardens West End		We prefer the way things are currently.
Wootton Oaks	Having curbside residents subsidize those who have backdoor service is unfair. Backdoor customers should pay more or eliminate the privilege.	

Appendix E

**COMMENTS PROVIDED TO CITY EXTERNAL TO  
SURVEY**

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## Refuse Survey Comments From Non-Recipients

Neighborhood	Comments
College Gardens	Businesses should have more strict rules/enforcement of recycling, possibly with a penalty for not participating. Once a week is OK in the winter, but it really should be twice per week in the summer for obvious reasons. The trucks that will be needed for the automated service will harm the trees. I support automated service, but caution about the trees. I support handicapped persons continuing to receive back door service at no additional cost. It bothers me that, if I am on vacation, I will now have to leave my can out at the curb to advertise, for up to six days, that I am away.
Fallsgrove	We lived in Potomac for 32 years before moving to Rockville in June, 2004. We had private trash collection, twice a week, picked up at the street. Rate increases the last three (3) years were zero (0). We paid \$20 per month for premium service which was both reliable and courteous. I would highly recommend that the City contract out its service. Another few thoughts - once a week pickup is inviting rodents and filth (despite the size of the trash can) with the amount of density that we are currently living with and the the increased density the City is allowing. Thousands more housing units means just that much more trash, which should be picked up more frequently for health purposes, not less. Certainly, the over 7% rate increases for each of the last 7 years when inflation has been so low is unfair to the residents and borders on misuse of taxing authority. I know the private sector has done better and can do better.
Fallsmead	My household did not receive a Trash Collection survey to complete, but, according to the article on page 3 of the January, 2005 Rockville Reports, Public Works wants to hear from citizens regarding our service. I have two comments: first, there is a real inequity of service between the trash collection service the City of Rockville Public Works provides its citizens. I must haul my trash to the curb and back while other citizens can leave their trash in their backyards and the trash collection people haul it for them. I pay the same monthly fee, but I receive less service. Second, in addition to this inequitable practice, I also pay for no trash collection service at all. My collection service occurs on the Monday -Thursday cycle. I calculate the City of Rockville charges me about \$3.40 per pick up. However, because Memorial Day, Labor Day, and Thanksgiving always fall on either Monday or Thursday, I am charged, on average, \$10.20 a year for service I don't receive. In fact, both in 2003 and 2004 four holidays fell on either Monday or Thursday, for a total no-service charge to me of \$27.20. This is absolutely not equitable when you consider other Rockville households are receiving more collections for the same amount of money while I receive less. I don't believe the City of Rockville pays for services it does not receive from its vendors. Neither should citizens be forced to pay for services they don't receive from the City. Perhaps a credit for the no-service days on our monthly bills would be appropriate.
New Mark Esplanade	What would the cart look like?
Potomac Woods	I prefer to have once per week pick up. Could costs be prorated for a person living alone in the house compared to a large family? I do not want the cart to be too large.



## Refuse Survey Comments From Non-Recipients

Neighborhood	Comments
Potomac Woods	I would like to have considered a pick up at the side yard (not back yard) for the seniors and handicapped so they don't have to bring their trash to the curb. Once a week pick up would not be a problem and is something we can live with in order to minimize costs.
Potomac Woods	The recycling program should have greater enforcement procedures.
RedGate Farms	I support an added charge for residents to continue back-door service (except for disabled residents). I support the elimination of back-door service. I support once per week pickup even if no change to automated. I do not want a large cart (not enough garbage since I'm a single person who recycles, also storage would be a problem). I support the automated system if the cart could be smaller or the same size as the recycling bin.
Rockshire	I heartily support having trash and recycling pickup once a week. Besides the monetary savings, the trucks only make one trip through the neighborhoods, reducing gas use and air pollution. I just moved from Bethesda where trash pickup was reduced from twice weekly to once a week. I know personally that it is a very manageable situation. Please make this change. Thank you.
Twinbrook	Having read the recent article in the Rockville newsletter I felt I needed to respond. Being a senior citizen and a long term resident of the city I felt compelled to state my views. Having been within this city for almost 30 years, I have seen Rockville grow and become a city that I am very proud of. It is a caring city that works toward goals to help its citizens keep costs down and maintain one of the best cities in the country. The idea of reducing trash pick up once a week to economize is good. The wheeled cart is a great idea and would work similar to that of the recycle bins that were distributed years ago. For those that wish to continue pick up from the back of their house, they should pay for the privilege the rest of us can take it to the curb to help. I commend Public Works for a job very well done and the city as a whole. I'm a proud city resident.
Twinbrook	I've had automated service before and love it. It's easy, causes less injury to workers, and is an overall cost savings.
Twinbrook	I do not want back door. I want an additional charge for back door service, except for those in wheelchairs. I want the number of people in the household to be a factor of the rate per household. I like that the staff are responsive to complaints; however, in the last five years, I have made more complaints. I support once per week collection. I'm not sure about the automated service.
Unknown	I think the concept of this type of trash pickup is good but I believe the size of the container is so large that it will be difficult to find space for it inside a garage. Consequently, I am afraid that many people will keep it outdoors which will be very unsightly. For that reason I vote no for making the change.

### Refuse Survey Comments From Non-Recipients

Neighborhood	Comments
Unknown	I moved into the City of Rockville almost nine years ago from Montgomery Village. I was shocked to find that the cost of collecting trash was more than double in the City of Rockville than I had been paying to a PRIVATE trash collector. My trash collection was twice a week, at the curb-the same as in Rockville. I called the City to find out why and was told that Rockville trash collection offered more services. I have used a special pick-up once in nearly 9 years, hardly justifying double the cost. I'd rather pay less and have to pay extra when I need a special service. In addition, I could have driven over to the dump and not had to use the special service.
West End	Back door collection (pay more - NO!) – Currently, my trash is collected from the back, however, the refuse crew does not have to take the trash cans back and forth from front to back. They bring an orange container around to the back, dump it into the container, and then empty it in the refuse truck. The residents who put trash out front choose to do so, therefore, why should I pay more because they choose that method of trash pickup?
West End	I do not want to pay more to have trash picked up. I am not able to bring trash out to the curb (I have had several operations on my back and legs). I have watched the trash men throw my trash cans in the yard and today they broke it. I called over to Refuse and they said that they would bring a replacement trash can.